

To: Peter L.  
From: Hohini  
Re: IBM Status  
Date: 31/10/95

Status report prepared for: Susan Saabye - IBM Denmark

IBM COMP database - TPM Profiles

21/09/95

YNPS

• Additional TPM companies to be profiled:

Three of the following are to be selected for addition to the original list of 15 profiles. Should you find that you do not wish to select three from this list, please call/fax so that we can re-evaluate possibilities, nb. geographical coverage of service in brackets.

1. Circle - (Germany)
2. Euroserv - (European consortia, member TPM in most countries)
3. ICG - ditto
4. Datapoint - (most countries in Europe)
5. Thijssen Field Service - (Netherlands)
6. DEC Multivendor Customer Services - (Europe-wide)

Schedule for profile updates: ✓

- To be updated once before December 1995 and again in the period January through March '96:

1. ICL Sorbus

2. Getronics

3. Thomainfor

4. Olivetti

5. Granada

- MS updates completed 31/10/95  
- Given to Paul C. for checking 31/10.  
- Plan to send to IBM by weekend: 10/11  
(by EMail).

- To be updated once before March '96:

1. Blue Chip
2. Comma Data Service
3. COS Customer Engineering
4. Econocom Services
5. ECS
6. HDS Services
7. ITM France
8. LTA
9. Memorex Telex
10. Nexor Perinet

- The three additional TPMs once identified, to be completed by March '96

ICG, Datapoint & DEC.



## Project Work Statement

Prepared by (print): <u>PETER LINES</u>	Date: <u>15.06.95</u>
Project Title: <u>COMPANY PROFILES</u>	Project Code: <u>YNP 5</u>
Client Name*: <u>IBM DENMARK</u>	Project Manager: <u>PETER LINES</u>
Project Source: <input type="checkbox"/> Program <input type="checkbox"/> Multi-Client <input checked="" type="checkbox"/> Custom <input type="checkbox"/> Other	
Project Type: <input type="checkbox"/> Report <input type="checkbox"/> Presentation <input checked="" type="checkbox"/> Other <u>TPM PROFILES</u>	
Initiation Date: <u>15.06.95</u>	Begin Production:
Midpoint Review:	Shipping Date:
First Draft Due:	
Resources Required: <u>20 DAYS</u>	
Level of Effort (number of days): <u>Consultant</u>	R/A <input checked="" type="checkbox"/>
Source—Internal/External (specify): <u>INTERNAL R/A.</u>	
Contract Value: <del>£</del> <u>14,500</u>	Reimbursable Expenses: <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Expense Budget: \$ <u>£</u>	
To Cover: Travel: _____	Telephone: _____
Report Preparation: _____	Other: _____
Project Description:	
<ul style="list-style-type: none"> <li>• UPDATE 5 EXISTING PROFILES (<u>GETRONICS / GCS / OLISERVICE / ICL SORBUS / THOMAINFOR</u>) IN 2ND HALF OF 1995 + AGAIN IN FIRST HALF OF 1996.</li> <li>• UPDATE 10 EXISTING PROFILES (<u>BLUE CHIP / COMMA / COS / ECONOCOM / ECS / HDS / ITM / LTA / MEMOREX TELEX / NEXOR</u>) ONCE BETWEEN NOW + END OF MAY 1996.</li> <li>• PREPARE 3 NEW PROFILES - TARGET FIRMS TO BE AGREED.</li> </ul>	

\* Attach list for Multi-Clients      \*\*For Custom and Multi-Client Projects

ACCOUNTING USE ONLY: Entered on current project list ☐

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## ANNUAL PLANNING SCHEDULE—1995

YNP5

INPUT\*

\* Month Ends \*\* Working Days/( ) UK

Activity Prog/Proj Code	Project Leader	ESDs	JAN 1/27 19	FEB 2/24 19(20)	MAR 3/31 25	APR 4/28 20(18)	MAY 5/26 20(19)	JUN 6/30 24	JUL 7/28 19(20)	AUG 8/25 20	SEPT 9/29 24	OCT 10/27 20	NOV 11/24 18(20)	DEC 12/29 23(22)	TOTAL 251
UPDATES OF 5 EXISTING PROFILES EVERY 6 MONTHS Q ≈ 5 HRS/PROFILE/UPDATE		7						▽ 1/2			1	1 1/2	1		+ 3 1/2
UPDATES OF 10 EXISTING PROFILES — ONCE/YEAR Q ≈ 5 HRS/UPDATE		7								▽ 1		1	1	1/2	+ 3 1/2
3 NEW PROFILES		6						▽ 1	1	1	1	1	1	1	
TOTAL		20													

PLG 3000/1 9/84 (R)

JAN-MAY  
1996

Department: \_\_\_\_\_

Program/Activity: IBM DANMARK CUSTOMDate: 15.06.95Activity: ESDs: SAL ☐  
MKT ☐  
RES ☐  
OTH ☐Currency: \_\_\_\_\_  
Orders: New ☐ Renew ☐  
Cust ☐ Oth ☐  
Expense ☐ \_\_\_\_\_



## PROJECT SCHEDULE (Q3-1995)

\*Corporate Week \*\*Ending Date †Working Days; ( ) UK

INPUT\*

Activity	Name	Act. Days	Factor	ESDs	JULY				AUGUST				SEPTEMBER				
					27* 7/7** 4 (5)†	28 7/14 5	29 7/21 5	30 7/28 5	31 8/4 5	32 8/11 5	33 8/18 5	34 8/25 5	35 9/1 5 (4)	36 9/8 4 (5)	37 9/15 5	38 9/22 5	39 9/29 5
UPDATE EXISTING PROFILES (2X YEAR) 5 (Sho/profile/update cycle)				7	▼			Sh					Sh				
									#1 ICL SARGUS	0.7			#2 GETRONICS	0.7			
UPDATE EXISTING PROFILES (1X YR) 10				7						▼			Sh				
													#6 BLUECHIP				
3 NEW PROFILES																	
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 30003 9/94 R)

Dept/Proj. Code: YNP5 Activity/Project Name: #5 Prepared by: PETER LINES

Proj. Manager: PETER LINES Date: 25.06.95 Page      of



# PROJECT

\*Corporate Week \*\*Ending Date †Working Days; ( ) UK

		JANUARY				FEBRUARY				MARCH				
Activity	Project	1* 1/6** 4†	2 1/13 5	3 1/20 5	4 1/27 5	5 2/3 5	6 2/10 5	7 2/17 5	8 2/24 4 (5)	9 3/3 5	10 3/10 5	11 3/17 5	12 3/24 5	13 3/31 5
UPDATE EXISTING PROFILES 5 (2X YEAR)					Shes			Shes			Shes			Shes
					#1			#2			#3			#4
UPDATE EXISTING PROFILES 10 (1X/YR)					Shes			Shes			Shes			
					#10 ECS			#11 HDS			#12 ITM			

PLG 300/04 9/94 (R)

Name of Individual: \_\_\_\_\_ Dept./Program: \_\_\_\_\_ Date: \_\_\_\_\_



# PROJECT SCHEDULE (Q2-1996)

\*Corporate Week \*\*Ending Date †Working Days; ( ) UK

INPUT\*

Activity	Name	Act. Days	Factor	ESD	APRIL				MAY				JUNE				
					14* 4/7** 5†	15 4/14 5 (4)	16 4/21 5 (4)	17 4/28 5	18 5/5 5(4)	19 5/12 5	20 5/19 5	21 5/26 5	22 6/2 4	23 6/9 5	24 6/16 5	25 6/23 5	26 6/30 5
UPDATE EXISTING PROFILES (2 X YEAR) 5							5 hrs						△				
						#5											
UPDATE EXISTING PROFILES (1 X YR) 10													△				
						#13 LTA	#14 MEN-TEL	#15 NEXOR									
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 300/03 9/94 (7)

PLG 300/03 994 (R)

Dept/Proj. Code: \_\_\_\_\_ Activity/Project Name: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Proj. Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Page \_\_\_\_ of \_\_\_\_





1995

1996

	FIRST UPDATE	SECOND UPDATE	NEW
#1			
2			
3			
4			
5			
6	1995/5/29		
7			
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YNP5



YNP5

\* Month Ends    \*\* Working Days/( ) UK

JAN-MAY  
1996

 $+ 3\frac{1}{2}$  $+3\frac{1}{2}$ 

PLG 300/01 9/94 (R)

Program/Activity: IBM DANMARK CUSTOM

Date: 15.06.95

Activity: ESDs: SAL ☐  
MKT ☐  
RES ☐  
OTH ☐

Currency: \_\_\_\_\_  
 Orders: New ☐ Renew ☐  
           Cust ☐ Oth ☐  
 Expense ☐ \_\_\_\_\_



27th March 1995

Anne Sommer  
Competitive Information Services  
CMSC, IBM Denmark A/S  
Nymoellevvej 85,  
DK 2800 Lyngby  
Denmark

Dear Anne,

I am now happy to propose to you a new activity for updating the vendor profiles of independent customer services firms during 1995.

Updates of existing profiles would be charged at a rate of £5,000 per 10 profiles, as in our previous agreement.

Additional new profiles would be charged at a rate of £1,500 per completed profile, again at the same rate as established last year.

Our experience has indicated that quarterly updates are probably a too frequent interval given the small size of many of the firms targeted and the infrequency of their formal releases of information, notably financial results.

Part of the process is to make a direct approach to the targeted companies but it is impractical to do this more than once a year in most cases without risking the co-operation so necessary to ensure future flows of data and information.

I would therefore like to suggest that we restrict quarterly updates to those firms, e.g. Granada, whose size is likely to justify this frequency of updating. Other profiles could be updated on an ad-hoc basis with a principal revision done on an annual basis.

INPUT would be happy to make further suggestions in due course for new profiles.



Anne, I look forward to being able to discuss this proposal with you further and to answer any questions that you might have.

Yours sincerely

A handwritten signature in blue ink that reads "Peter Lines." The signature is written in a cursive, flowing style.

Peter Lines  
Managing Director,  
Vice President  
INPUT Europe





INPUT\*

Cornwall House  
55-77 High Street  
Slough, Berks, SL1 1DZ  
Tel: +44 (0)1753 530444  
Fax: +44 (0)1753 577311

FAX TRANSMITTAL FORM

Date: 20.05.95  
Name: ANNE SOMMER  
Location: CMSC  
Company: IBM DANMARK  
Fax No: 00 45 45 93 77 10  
From: PETER LINES  
Re: \_\_\_\_\_

Confidential: ☒ Y/N  
Urgent: ☒ Y/N

Page: 1 of 2  
File: Cron/Contract/Other

Anne,

Please find enclosed He signed acceptance of the order for competitive profiles.

Thank you for your support and I look forward to working with you and Susan over the coming year.

Regards

Peter Lines.



**Agreement regarding Delivery of  
Competitive Profiles for  
IBM's Competitive Online Marketing  
Perspectives  
data base (COMP)**

between,

Competitive Marketing Support Center (CMSC)  
IBM Danmark A/S  
Nymoellevvej 85  
2800 Lyngby  
Denmark

and  
INPUT LTD.  
Cornwall House  
55-77 High Street  
Slough, Berkshire SL1 1DZ  
England  
Agreement No. COMPINPUT0695  
01JUN95

*IBM Confidential/INPUT Confidential*



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Between,

INPUT LTD.  
Cornwall House  
55-77 High Street  
Slough, Berkshire SL1 1DZ  
England  
in the following referred to as 'INPUT'

and

Competitive Marketing Support Center  
IBM Danmark A/S  
Nymoellevvej 85  
2800 Lyngby  
Denmark  
in the following referred to as 'CMSC'

is of 1 June, 1995 concluded the following Agreement regarding Updates of Competitive Profiles and Delivery of new Documents to CMSC for use on IBM's Competitive Online Marketing Perspectives data base (hereinafter COMP).

the 1990s, the number of people with a mental health problem has increased by 50% (Mental Health Foundation, 2000).

There is a growing awareness of the need to address the needs of people with mental health problems. The Department of Health (2000) has set out a vision for the future of mental health care, which includes a focus on prevention, early intervention, and recovery. The vision is based on the principles of partnership, choice, and recovery. The Department of Health (2000) has set out a number of key objectives for the future of mental health care, which include: to reduce the number of people with a mental health problem; to improve the quality of life for people with a mental health problem; to ensure that people with a mental health problem have access to the services they need; and to ensure that people with a mental health problem are treated with respect and dignity.

The Department of Health (2000) has set out a number of key objectives for the future of mental health care, which include: to reduce the number of people with a mental health problem; to improve the quality of life for people with a mental health problem; to ensure that people with a mental health problem have access to the services they need; and to ensure that people with a mental health problem are treated with respect and dignity. The Department of Health (2000) has set out a number of key objectives for the future of mental health care, which include: to reduce the number of people with a mental health problem; to improve the quality of life for people with a mental health problem; to ensure that people with a mental health problem have access to the services they need; and to ensure that people with a mental health problem are treated with respect and dignity.

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# AGREEMENT REGARDING DELIVERY OF COMPETITIVE PROFILES

## 1.0 SCOPE OF WORK

### 1.1 Letter of Authorization

INPUT shall furnish Documents and Updates on various subjects to CMSC, as more fully set forth in Attachment A, B and C (which is attached and made a part of this Agreement), and in accordance with the terms and conditions of this Agreement and Letter(s) of Authorization by CMSC and accepted by INPUT. The parties agree that their respective subsidiaries may benefit from this Agreement by signing a Letter of Authorization. A standard form for such a Letter is included in Attachment D (which is attached and made a part of this Agreement). In the event of any conflict between the terms and conditions of this Agreement and those Letter(s) issued hereunder, the terms and conditions of those Letter(s) shall prevail.

### 1.2 Technical Coordinator

CMSC shall appoint a Technical Coordinator, who shall be responsible for issuing Letter(s) of Authorization for CMSC under this Agreement. Such Coordinator and/or his/her successors shall be responsible for maintaining liaison with INPUT and for determining for CMSC the adequacy, acceptability and fitness of the services performed by INPUT under such Letter(s) of Authorization.

Mrs. Anne Sommer tlf. No. + 45 93 45 45 ext. 3520

shall be the initial Technical Coordinator and solely responsible for the Letter(s) of Authorization. She shall be responsible for determining the adequacy, quality, and accuracy of service for CMSC. Matters pertaining to this Agreement shall be directed to Mrs. Sommer and/or her successors.

## 2.0 ACCEPTANCE

Services and deliverable items provided by INPUT under this Agreement shall be subject to final review and acceptance by CMSC based upon this Agreement, and the attached specifications and proposal, and final payment shall not be due before such acceptance. Any deficiencies found during such review shall be corrected by INPUT and subject to repeat review before acceptance of the work. Any claims which CMSC may have pursuant to this Agreement shall survive inspection, acceptance and payment in full.

## 3.0 PAYMENT

3.1 CMSC shall pay INPUT for Documents and Updates under this Agreement and Attachments as described by the Delivery and Payment Schedule (see Attachment C, which is attached and made a part of this Agreement).

3.2 INPUT must submit itemized invoices to CMSC for the services furnished. CMSC shall make payment to INPUT within thirty (30) days after receipt of invoices. All invoices shall be addressed to CMSC, IBM Danmark A/S and forwarded to Mrs. Susan Saabye. Each invoice shall identify:

- INPUT's professional fee
- A statement of the project
- Agreement No. COMPINPUT0695



## 4.0 CONFIDENTIAL INFORMATION

- 4.1 Both INPUT and CMSC agree that if any CONFIDENTIAL INFORMATION in the future is to be disclosed to the other party, such disclosure shall be under the terms of the IBM Agreement for Exchange of Confidential information incorporated herein by reference.

"Confidential Information" means both the deliverables including drafts and associated materials, and information that CMSC identifies as confidential and discloses to INPUT. It does not include information that rightly becomes public, or that INPUT otherwise knows or receives without obligation of confidence. For a period of three (3) years from the date of disclosure of Confidential Information under this Agreement, INPUT shall hold all such Confidential Information in trust and confidence for CMSC and not use any Confidential Information other than for the benefit of CMSC. INPUT may not copy any Confidential Information except as explicitly approved by CMSC in writing. INPUT may disclose Confidential Information only to those persons whose services INPUT use in INPUT's performance of this Agreement and who agree in writing to be bound to the same extent as INPUT is, except that they shall not disclose Confidential Information to anyone. If any medium containing any Confidential Information is lost, INPUT shall promptly notify CMSC. Upon completion or termination of INPUT's services, INPUT shall deliver to CMSC all media containing any Confidential Information.

- 4.2 In providing INPUT's services under this Agreement, INPUT understands that CMSC does not wish to receive from INPUT any information which may be considered confidential and/or proprietary to INPUT and/or any third party. INPUT represents and warrants that any information disclosed by INPUT To CMSC, including, but not limited to, INPUT's proposal dated 27 March, 1995, and any further proposals from INPUT to CMSC is not confidential and/or proprietary to INPUT and/or any third party.

## 5.0 RIGHTS IN DATA

- 5.1 All of the deliverable items specified in Article 1 of this Agreement and any Appendices plus Letters of Authorizations attached hereto prepared for, or submitted to CMSC by INPUT under this Agreement, shall belong exclusively to CMSC and shall be deemed to be works made for hire. To the extent that any of the deliverable items may not, by operation of law, be works made for hire, INPUT hereby assign to CMSC the ownership of copyright in the deliverable items and CMSC shall have the right to obtain and hold in its own name copyrights, registrations and similar protection which may be available in the deliverable items. INPUT agrees to give CMSC or its designees all assistance reasonably required to perfect such rights, including without limitation all releases governing the use of the name or likenesses of any third party(s).
- 5.2 To the extent that any pre-existing materials are contained in the deliverable items, INPUT grants to CMSC an irrevocable, non-exclusive world-wide, royalty-free license to: (1) use, execute, reproduce, display, perform, distribute (internally or externally) sell copies of, and prepare derivative works based upon, such pre-existing materials and derivative works thereof, and (2) license, sublicense and authorize others to do any, some or all of the foregoing.
- 5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement.

## 6.0 WARRANTIES

- 6.1 INPUT represents and warrants that INPUT is under no obligation or restriction nor will INPUT assume any such obligation or restriction which would in any way interfere or be inconsistent with, or present a conflict of interest concerning, the services to be furnished by INPUT under this Agreement.
- 6.2 INPUT represents and warrants the originality of the deliverable items which INPUT will provide to CMSC under this Agreement and that no portion of the deliverable items, or their use or distribution, violates or is protected by any copyright or similar right of any third party.



## 7.0 INVENTIONS AND PATENT RIGHTS

7.1 "Invention" shall mean any invention, discovery or improvement, whether or not patentable, conceived or first actually reduced to practice, solely or jointly by INPUT and/or INPUT's employees with one or more employees of CMSC during the term of this Agreement and in the performance of services hereunder. INPUT shall promptly make a complete written disclosure to CMSC of each Invention, specifically pointing out the features or concepts which INPUT believes to be new or different.

7.2 INPUT hereby assigns to CMSC, its successors and assigns, every Invention, and the same shall become and remain CMSC's property whether or not patent applications are filed thereon. INPUT shall, upon CMSC's request and at CMSC's expense, cause patent applications to be filed thereon in countries selected by CMSC, through solicitors designated by CMSC, and forthwith assign all such applications to CMSC, its successors and assigns.

INPUT shall give CMSC and its solicitors all reasonable assistance in connection with the preparation and prosecution of any such patent applications, and shall cause to be executed all such assignments and other instruments and documents as CMSC may consider necessary or appropriate to carry out the intent of this Article.

No license or right is granted hereunder at any time to INPUT, whether expressly or by implication, estoppel, or otherwise, under any patents or patent applications arising out of any other invention of CMSC.

## 8.0 MAINTENANCE OF RECORDS

INPUT shall maintain complete and accurate accounting records, in a form in accordance with standard accounting practices, to substantiate INPUT's charges hereunder. Such records shall include payroll records, job cards, attendance cards, and job summaries. These records shall be maintained for one year beyond the term of this Agreement. CMSC shall be allowed access to such records for purposes of audit during normal business hours during the term of this Agreement and during the above-specified retention period.

## 9.0 INSPECTION

CMSC reserves the right to monitor INPUT's performance and compliance with the provisions of this Agreement through periodic inspections at INPUT's location. During any such inspection, CMSC does not wish to receive, and INPUT shall not disclose to CMSC, any of INPUT's or third parties' confidential and/or proprietary data.

## 10.0 DAMAGES

INPUT shall indemnify and defend CMSC against all claims, demands, actions, suits or causes of action arising from any negligent or willful act or omission by INPUT, INPUT's agents, subcontractors or employees, in performance of any of INPUT's obligations under this Agreement.

Neither party shall be entitled to indirect, incidental, consequential or punitive damages, including lost profits. This limitation shall not apply to any liability of INPUT's under the Article entitled Confidential Information and is not intended to limit INPUT's obligations under this Article.

In no event will CMSC be liable to INPUT, INPUT's successors, heirs or assigns for damages in excess of the full amount of unexecuted purchase order(s) issued hereunder, less any amounts already paid to INPUT by CMSC.

## 11.0 INPUT's EMPLOYEES NOT DEEMED CMSC's

Personnel supplied by INPUT shall be deemed INPUT's employees and shall not for any purpose be considered employees or agents of CMSC. INPUT assumes full responsibility for the

the 'information' and 'communication' fields. The 'information' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

The 'communication' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of communication, and the social and cultural contexts in which these activities take place. (p. 1)

The 'information science' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

The 'information studies' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

The 'information technology' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

The 'information systems' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

The 'information management' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

The 'information policy' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

The 'information law' field is defined as:

...the study of the nature, creation, organisation, storage, retrieval, dissemination and use of information, and the social and cultural contexts in which these activities take place. (p. 1)

actions of such personnel while performing services pursuant to this Agreement, and shall be solely responsible for their supervision, daily direction and control, for the payment of their salaries (including any applicable withholding or payment of income taxes, unemployment taxes, social security and the like) and for providing worker's compensation, disability benefits and the like.

## 12.0 INPUT RETURN OF WORK

Upon completion, termination, or expiration of this Agreement (or earlier, if requested by CMSC) INPUT must turn over to CMSC all work (including all deliverable items completed or in process) completed or in process under this Agreement and all materials furnished by CMSC in connection with this Agreement, before any remaining payments for services performed by INPUT under this Agreement are due by CMSC.

## 13.0 ASSIGNMENT AND SUBCONTRACTING

INPUT's rights and obligations under this Agreement shall not be assigned or delegated or sub-contracted without the prior written approval of CMSC. In the event that CMSC grants INPUT the right to sub-contract, assign or delegate, some of the services to be performed pursuant to this Agreement, INPUT shall be responsible for all costs resulting from any such assignment, delegation or subcontract; provided however, that any subcontractor so retained by INPUT is obligated in writing to the same obligations as set forth herein with respect to INPUT.

## 14.0 WORK NOT IN ACCORDANCE WITH AGREEMENT

CMSC reserves the right to order work in process being performed under this Agreement to cease immediately and to withhold payment for work which is not in accordance with the requirements of this Agreement; however, any claims which CMSC may have for breach of contract shall survive payment of the full Agreement price.

## 15.0 INPUT'S AGREEMENT WITH HIS EMPLOYEES

INPUT will have an appropriate agreement with each of INPUT's employees or others whose services INPUT may require sufficient to enable INPUT to comply with all the terms of this Agreement.

## 16.0 DURATION AND TERMINATION

The term of this agreement shall be from 1 June, 1995 through 31 May, 1996. Notwithstanding anything to the contrary in either this agreement or any other agreement between CMSC and INPUT, this Agreement shall cover the various materials described in Attachment A and B and any other documents which have previously been delivered to CMSC for use on COMP by INPUT prior to the effective date of this Agreement.

CMSC may terminate for convenience this Agreement or any Purchase Order, or any portions thereof, by thirty (30) days written notice. Upon receipt of such notice from CMSC, INPUT must immediately stop all activities associated with this Agreement or the affected purchase order(s), whichever the case may be. INPUT will be paid for the work performed through the date of termination for all services, charges and expenses authorized by CMSC hereunder which INPUT have actually incurred in support of all applicable work effort performed by INPUT hereunder. CMSC's payment for work performed through the date of termination is contingent upon INPUT turning over to CMSC all work product resulting from services rendered under this Agreement. In no event shall INPUT's charges and expenses applicable to a specific purchase order exceed the total amount of said purchase order, less any payments made against said purchase order.

In case of INPUT's material breach of this Agreement CMSC may terminate this Agreement by providing INPUT written notice. If the default is not remedied within 10 days or within the time stated in the notice whichever is longer, INPUT agrees to promptly provide CMSC with

the 1990s, the number of people with a mental health problem has increased by 50% (Mental Health Foundation 2000). The prevalence of mental health problems has increased in the general population, and the incidence of mental health problems has increased in the prison population.

There is a growing awareness of the need to address the mental health needs of prisoners. The Department of Health (2000) has published a strategy for mental health services, which includes a commitment to improve the mental health of prisoners. The Department of Health (2000) has also published a strategy for mental health services, which includes a commitment to improve the mental health of prisoners.

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all items associated with this Agreement in order for CMSC or a third party selected by CMSC to perform this Agreement. Nothing provided herein shall be interpreted as requiring CMSC to provide INPUT an opportunity to cure.

## 17.0 SOLE AGREEMENT

This Agreement shall supersede all agreements and understandings between the parties respecting the subject matter hereof.

## 18.0 IBM TRADEMARK

Notwithstanding any other provisions of this Agreement, INPUT shall have no right to use IBM's trademark, or trade name, or to refer to this Agreement or the services performed hereunder directly or indirectly, in connection with any product, promotion or publication without written approval of CMSC.

## 19.0 SURVIVAL

The rights and obligations of Articles 2, 4, 5, 6, 7, 9, 10, 13, 16, and 18 shall survive and continue after any expiration or termination of this Agreement and shall bind the parties and their legal representatives, successors, heirs, and assigns. INPUT agrees to comply, and do all things necessary for CMSC to comply with all applicable national and local laws, regulations and ordinances, including by not limited to the US Export regulation relating to the Export of Technical Data, insofar as they relate to the services to be performed under this Agreement. INPUT agrees to obtain the required government documents and approvals prior to export of any technical data disclosed to INPUT or the direct product related thereto.



## 20.0 APPLICABLE LAW

This Agreement shall be construed, and the legal regulations between the parties hereto shall be determined, in accordance with Danish Law. All disputes arising from or in connection with these conditions shall be settled before the Danish Maritime and Commercial Court in Copenhagen.

---o---

If the foregoing is in accordance with INPUT's understanding, will INPUT please indicate INPUT's agreement by dating, signing and returning to CMSC the enclosed copy of this letter.

This agreement is signed in two original versions, one for each of the parties.

### AGREED TO:

for  
Competitive Marketing Support Center (CMSC)  
IBM Danmark A/S

for  
INPUT LTD.

Date:

*06/06-95*  
  
Name: Jorgén Moltke-Leth

Title: Center Manager

Date:

*15.06.95*  
  
Name: Peter Lines

Title: Managing Director, Vice President

for  
IBM Danmark A/S

for  
INPUT

Date:

Name:

Title:

Date:

Name:

Title:

THE  
JOURNAL  
OF  
THE  
ROYAL ANTHROPOLOGICAL INSTITUTE  
VOLUME 10  
PART 1  
1980

## ATTACHMENT A - SCOPE OF WORK

### OVERVIEW

INPUT shall deliver to CMSC updates of the Vendor Profiles containing INPUT's competitive analysis of the European third party customer services firms listed in Attachment B. New Vendor Profiles will be decided later.

All Documents shall provide Complete Information and Analysis on INPUT's Assigned Areas Of Responsibility. For the term of this Agreement, the Documents shall reflect the most current information available and shall be delivered in accordance with INPUT's schedule and in the COMP Ready Format.

The Documents shall conform to the quality standard set by the Sorbus 'pilot' report and the Documents will be subject to final review and acceptance by CMSC. INPUT will be asked to make corrections and improvements based upon CMSC's comments.

CMSC will add codes to the reports, but INPUT should include the minimum requirements for the COMP Ready Format which is the :Hx. tags defining the title and subtitles of the document. The document title should always begin with :H1. followed by the title (No blanks between the :H1. and the title). Chapter-titles begin with :H2. followed directly (no blanks) by the title. Subchapter-titles begin with :H3. followed directly by the title. All titles begin in column 1 and the body text begins in column 3. An update history should be included in the top of documents.

Example of required format:

```
:h1.Document title
:h2.Update history

:H2.Chapter title
  Body text begins here. (Line length must not exceed 76 characters)
  All body text begins in column 3
  revision bars (|) should be added for every updated line.
:H3.Subchapter title

:H2.Chapter title

:H2.Chapter title

:H3.Subchapter title

... and so on
```

All documents should be delivered in ASCII format on 3.5" diskettes.

The total number of documents provided shall be no less than 15 included the 'pilot' document. Coverage Listing (ATTACHMENT B) gives a sample of the vendors required to cover the Assigned subject.

the firm's performance. The results show that the firm's performance is positively affected by the firm's innovation and the firm's innovation is positively affected by the firm's R&D investment.

The results also show that the firm's performance is negatively affected by the firm's debt and the firm's debt is negatively affected by the firm's R&D investment.

The results suggest that the firm's R&D investment is a key factor in determining the firm's performance and the firm's debt.

The results also suggest that the firm's innovation is a key factor in determining the firm's performance and the firm's debt.

The results suggest that the firm's R&D investment and the firm's innovation are both key factors in determining the firm's performance and the firm's debt.

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The results also suggest that the firm's R&D investment and the firm's innovation are both key factors in determining the firm's performance and the firm's debt.

## ATTACHMENT "B" - COVERAGE LISTING

This attachment covers a list of the Vendor Profiles to be updated according to this Agreement. The three new Vendor Profiles will be decided later.

1. Blue Chip Customer Engineering Limited
2. Comma Data Service AS
3. COS Customer Eng. AG
4. Econocom Services NV
5. ECS
6. Getronics Service NV
7. Granada Computer Services International
8. HDS (Services)
9. ITM France SA
10. LTA (Logiciels, Themes, Applications)
11. Memorex Telex NV
12. Nexor
13. Olivetti (Services)
14. ICL Sorbus Europe
15. Thomainfor
16. New (to be decided later)
17. New (to be decided later)
18. New (to be decided later)

### Updates every 6 months:

6. Getronics Service NV
7. Granada Computer Services International
13. Olivetti (Services)
14. ICL Sorbus Europe
15. Tomainfor

### Updates once a year:

1. Blue Chip Customer Engineering Limited
2. Comma Data Service AS
3. COS Customer Eng. AG
4. Econocom Services NV
5. ECS
8. HDS (Services)
9. ITM France SA
10. LTA (Logiciels, Themes, Applications)
11. Memorex Telex NV
12. Nexor





## ATTACHMENT "C" - SCHEDULE OF DELIVERY AND PAYMENT

### PAYMENT SCHEDULE:

CMSC agrees to pay INPUT for Documents in accordance with Section 2 of the Agreement.

Five Vendor Profiles will be updated twice in 1995 (10 updates) and 10 Vendor Profiles will be updated once in 1995. In total INPUT will be conducting minimum 20 updates for an annual fee of UKP 10,000. 50% of this amount will be paid when the project starts and the additional 50% will be paid upon acceptance of the last Vendor Profile. CMSC will send a diskette with the coded reports to INPUT by mail.

The 3 new Vendor Profiles which will be decided later will be created and updated at the price of UKP 4,500. Payment will be due on receipt of the reports.

The quality of the new Documents should be at the same level as the quality of the Sorbus Vendor Profile.

Ad Hoc requests for Documents which are outside the Scope of Work (ATTACHMENT A) and the Coverage Listing (ATTACHMENT B) shall not be performed without a Letter of Authorization signed by both parties. The number of Documents described in the Scope of Work (ATTACHMENT A) and Coverage Listing (ATTACHMENT B) shall not be changed without a Letter of Authorization signed by both parties. Letter(s) of Authorization shall constitute the only authorization for INPUT to take any action or expend any money for services hereunder.

### DELIVERY SCHEDULE:

INPUT shall deliver Updates to Vendor Profiles as set forth in Scope of Work (Attachment A).

Updates are to be event driven, but 5 Vendor Profile shall be updated at least twice in 1995 and 10 Vendor Profiles should be updated at least once in 1995.

Delivery of new Vendor Profiles and updates to these new Vendor Profiles will be decided later.

INPUT shall provide, with each request for payment, a summary of Documents accepted by CMSC since the last request for payment.



## ATTACHMENT "D" - LETTER OF AUTHORIZATION

This Letter of Authorization will be construed by the terms and conditions of the Agreement signed by the parties. When signed by both parties, shall represent the only authorization for Contractor to render the services described below in 'Scope of Work'.

AGREEMENT NUMBER: COMPINPUT95

CONTRACTOR NAME: INPUT LTD.

### REQUESTOR INFORMATION

REQUESTOR NAME: Competitive Marketing Support Center (CMSC)

IBM INTERNAL ADDR: IBM Danmark A/S

ADDRESS: Nymoellevvej 85

CITY / ST / ZIP: DK 2800 Lyngby, Denmark

PHONE: + 45 45 93 45 45

### SCOPE OF WORK

Contractor shall provide CMSC with new reports, maintenance and revalidations according to European vendor list enclosed and as described in proposal from (VENDOR NAME) (MONTH,DATE,YEAR).

TOTAL MAINTENANCE:

TOTAL AGREEMENT:

### AUTHORIZED SIGNATURES

CONTRACTOR: Please sign both copies of this Letter of Authorization and return to the requestor listed above. CMSC will sign and return a copy to authorize the Scope of work.

CONTRACTOR SIGNATURE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

IBM SIGNATURE: \_\_\_\_\_

PRINT NAME: Jorgen Moltke-Leth DATE: \_\_\_\_\_



IBM Danmark A/S

Nymoelevvej 91  
DK-2800 Lyngby  
Denmark  
Phone: +45 45 93 45 45  
Telefax: +45 45 93 24 20

7x  
BACK

INPUT  
Mr. Peter Lines  
Cornwall House  
55-77 High Street  
Slough, Berkshire SL1 1DZ  
England

Lyngby, June 7., 1995

**Subject: Agreement regarding Delivery of Competitive Profiles for COMP DB**

With reference to Agreement dated March 27th, 1995 regarding Delivery of Competitive Profiles for IBMs Competitive On-line Marketing Perspectives data base (COMP) we hereby agree to replace 5.3 RIGHTS IN DATA with the following text:

- 5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement. However INPUT may reuse information included in the CMSC reports, 'but only in a manner that preserves IBMs copyright registration and other protection in the Deliverables'

AGREED TO:

for

Competitive Marketing Support Center (CMSC)

Date: 6/7 - 1995

  
Name: Jorgen Moltke-Leth

Title: Center Manager





04/10/95

12:06

45 45937710  
CMSC COPENHAGEN FAX 45 45937710 + INPUT LTD

NO. 797 002

→ Peter L.

Lyngby, October 4th, 1995

From: Mohini Sharma  
INPUT  
Cornwall House  
55-77 High Street  
Slough, Berkshire SL1 1DZ  
UK

Subject: Order of 3 New Reports

Dear Mohini,

Thank you for your fax dated September 21, 1995. Out of the 6 suggestions for new vendors I have chosen the following three:

ICG  
Datapoint  
DEC Multivendor Customer Services

I expect these three new reports to be completed by March 1996.  
Thank you in advance.

Kind regards,

*Susan Saabye*  
Susan Saabye  
TEL: +4545934545 FAX: +4545937710  
INTERNET: ssaabye@dkibmvm2.vnet.ibm.com



My Copy

To: Peter L.  
From: Mohini  
Re: IBM Status  
Date: 31/10/95

Status report prepared for: Susan Saabye - IBM Denmark  
IBM COMP database - TPM Profiles  
21/09/95

• Additional TPM companies to be profiled:

Three of the following are to be selected for addition to the original list of 15 profiles. Should you find that you do not wish to select three from this list, please call/fax so that we can re-evaluate possibilities, nb. geographical coverage of service in brackets.

1. Circle - (Germany)
2. Euroserv - (European consortia, member TPM in most countries)
3. ICG - ditto
4. Datapoint - (most countries in Europe)
5. Thijssen Field Service - (Netherlands)
6. DEC Multivendor Customer Services - (Europe-wide)

Schedule for profile updates:

- To be updated once before December 1995 and again in the period January through March '96:

Sent via Internet on 15/12/95

1. ICL Sorbus	- MS updates completed 31/10/95 - Given to Paul C. for checking 31/10. - Plan to send to IBM by ending: 10/11 (by EMail).
2. Getronics	
3. Thomainfor	
4. Olivetti	
5. Granada	

- To be updated once before March '96:

- |                              |   |
|------------------------------|---|
| 1. Blue Chip                 | ] by end January  |
| 2. Comma Data Service        |   |
| 3. COS Customer Engineering  |   |
| 4. Econocom Services         |   |
| 5. ECS                       | ] check.<br>by end February - Send by end March to IBM. |
| 6. HDS Services              |   |
| 7. ITM France - still exist? |   |
| 8. LPA Euroserv.             |   |
| 9. Memorex Telex             |   |
| 10. Nexor Perinet            |   |

- The three additional TPMs once identified, to be completed by March '96

ICG, Datapoint & DEC. — by end March  
plus original / first 5 (above)



21/09/95

• Additional TPM companies to be profiled:

Three of the following are to be selected for addition to the original list of 15 profiles. Should you find that you do not wish to select three from this list, please call/fax so that we can re-evaluate possibilities, nb. geographical coverage of service in brackets.

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2. Euroserv - (European consortia, member TPM in most countries)
3. ICG - ditto
4. Datapoint - (most countries in Europe)
5. Thijssen Field Service - (Netherlands)
6. DEC Multivendor Customer Services - (Europe-wide)

Schedule for profile updates:

*June, instead.*

- To be updated once before December 1995 and again in the period January through March '96:

- 1. ICL Sorbus
- 2. Getronics *→* ✓ *Paul. C.*
- 3. Thomainfor ✓
- 4. Olivetti ✓
- 5. Granada ✓

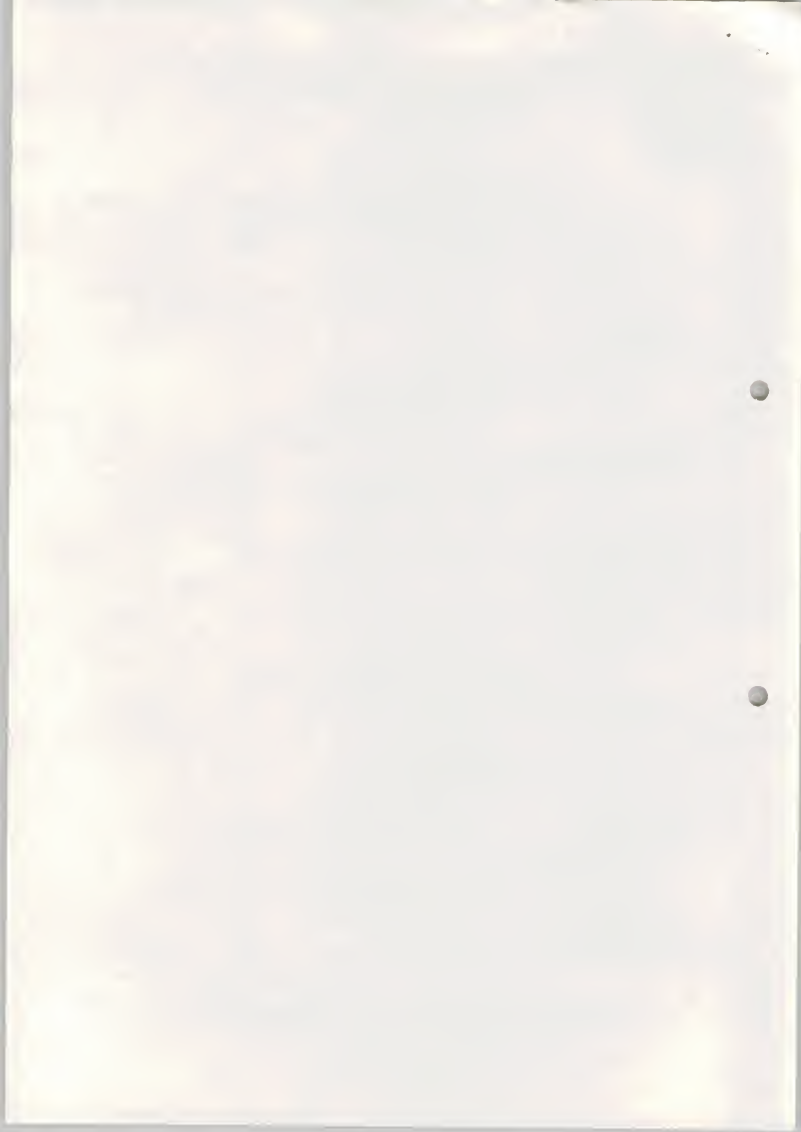
- To be updated once before March '96:

*- end of March*

- 1. Blue Chip ✓
- 2. Comma Data Service ✓
- 3. COS Customer Engineering ✓
- 4. Econocom Services *Chare*
- 5. ECS *Chare*
- 6. HDS Services
- 7. ITM France
- 8. LTA
- 9. Memorex Telex
- 10. Nexor Perinet

- The three additional TPMs once identified, to be completed by March '96

*ICG  
Datapoint  
DEC (MVS)*



Lyngby, October 4th, 1995

Mohini Sharma  
INPUT  
Cornwall House  
55-77 High Street  
Slough, Berkshire SL1 1DZ  
UK

Subject: Order of 3 New Reports

Dear Mohini,

Thank you for your fax dated September 21, 1995. Out of the 6 suggestions for new vendors I have chosen the following three:

ICG  
Datapoint  
DEC Multivendor Customer Services

I expect these three new reports to be completed by March 1996.  
Thank you in advance.

Kind regards,

*Susan Saabye*  
Susan Saabye  
TEL: +4545934545 FAX: +4545937710  
INTERNET: ssaabye@dkibvm2.vnet.ibm.com



# IBM DK - YNP-5

MS 1st update  
Completion by end 12/95

MS 2nd update  
Completion by end 6/96

STATUS

STATUS

1	ICL Sorbus	All sent via Internet - check	
2	Getronics	to confirm receipt	
3	Thomainfor	15/01-Resent	
4	Olivetti	18/01 new e-mail address so	
5	Granada	resent. Check receipt 22/01	

MS 1st update  
Completion by end 3/96

MS 2nd update  
Completion by end 3/97

STATUS

STATUS

profile  
✓ = complete

✓ 6	Blue Chip	19/01 Chris Gautier off sick - need him to check profile X	
		22/01 - Chris promised to send ✓ <i>find make changes.</i>	
✓ 7	Comma (now Telenor Comma)	OK checked by Mona Lunde	
✓ 8	COS Customer Engineering	Profile sent for checking 18/01	
9 P	Econocom Services <i>25/01 - L.M. Chase 24/01</i>	Profile sent for checking 19/01	
10 P	ECS <i>25/01 - L.M. Chase 24/01</i>	Profile sent for checking 19/01	
	<i>resent to Françoise Saba</i>	<i>Chase 24/01</i>	
11 P	HDS Services	Profile sent for checking 19/01	
12 P	ITM France <i>Sent 26/1</i>	<i>Lyndi Potter has Forwarded to Neville Byford - promised to</i>	
	<i>Sent Profile John Evans. return 26th Feb.</i>		
13	LTA (bankrupt - new TPM ?)	Susan S. to identify new TPM	
14	Memorex Telex <i>4</i>		
15	Nexor Perinet		

16	ICG		
17	Datapoint <i>10</i>		
18	DEC		

the 1990s, the number of people in the world who are undernourished has increased from 600 million to 800 million. The number of people who are malnourished has increased from 1.2 billion to 1.5 billion. The number of people who are obese has increased from 100 million to 300 million. The number of people who are overweight has increased from 200 million to 500 million.

The World Health Organization (WHO) has estimated that the number of people who are undernourished in the world has increased from 600 million in 1990 to 800 million in 2000. The number of people who are malnourished has increased from 1.2 billion in 1990 to 1.5 billion in 2000. The number of people who are obese has increased from 100 million in 1990 to 300 million in 2000. The number of people who are overweight has increased from 200 million in 1990 to 500 million in 2000.

The WHO has also estimated that the number of people who are undernourished in the world has increased from 600 million in 1990 to 800 million in 2000. The number of people who are malnourished has increased from 1.2 billion in 1990 to 1.5 billion in 2000. The number of people who are obese has increased from 100 million in 1990 to 300 million in 2000. The number of people who are overweight has increased from 200 million in 1990 to 500 million in 2000.

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# FAX

**PAID**

Date 21/09/95

Number of pages including cover sheet 2

*Friday's = day off*  
**TO:** Susan Saabye  
IBM  
CMSC

**Phone** 00 45-45 93 45 45

**Fax Phone** 00 45-45 93 77 10

*04 03 general no.*

**FROM:** Mohini Sharma  
INPUT  
Cornwall House  
Slough. Berks. SL1 1DZ

**Phone** +44 (0)1753 530444

**Fax Phone** +44 (0)1753 577311

**Email** 100444.3177@compuserv.com

**Re:** Status of company profiles  
for IBM COMP database

**REMARKS:** ☐ Urgent ☐ For your review ☐ Reply ASAP ☐ Please Comment

Dear Susan

It was good to speak with you this morning. As I explained, I joined INPUT in May of this year in the position of Senior Research Analyst. I will be working with Peter Lines on this project and look forward to being of assistance to you.

Please find attached, a status report outlining the points discussed from our 'phone conversation today:

(i) List of potential organisations to be profiled in addition to the original 15.

(ii) Schedule/timescale for updates of profiles

With regard to the possibility of sending you the company profiles via the Internet rather than diskette, this will be attempted (!) on completion of the next series of profiles. Please can you therefore send us your E-mail address.

Should you have any additional questions or queries, please do not hesitate to call or fax.

Kind regards

*Mohini Sharma*

Mohini Sharma

GERAKAN

## CONTACT REPORT

Client/Prospect File: ☐ Media ☐ Financial ☐ Other \_\_\_\_\_

PUT

Staff: Init. mx Init. mx ☐ INPUT office ☐ Client Office ☐ Other \_\_\_\_\_Contact Date: 28/11/94Date Written: 28/11/94

Company <u>IBM</u>		DISTRIBUTION:		Prog./Proj. ID _____
Name <u>Susan Saabye</u>		Action	Info.	Describe Action-F/U
Title _____		<u>PL</u>		<u>Pls call after 2pm</u>
Address _____				
Phone: <u>(45) 45 93-45 45 x 3896</u>				
Fax: ( ) _____				

20/09/95 - Susan in meeting R/B. (2pm UK time)  
 " " No reply 2:00 pm

20/09/95 - No reply 4:00 pm.

21/9 - Meeting at 11am (local time)

21/9 - Spoke with Susan. ① Send fax listing additional  
 new companies (possible)  
 ② plus our Internet address  
 ③ PL - Sending of Comp files  
 via Internet instead of  
 diskette?

☐ Continued over

Mail List Change Order ☐ Update ☐ Correction ☐ Deletion ☐ Addition\* Serial Number \_\_\_\_\_

### U.S. COMMERCIAL

1. TYPE ☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter
2. LEVEL ☐ Executive ☐ Manager ☐ Analyst ☐ Acquisition ☐ International ☐ Other
3. INTERESTS ☐ C/S ☐ Computer Systems ☐ Networks ☐ EC ☐ Information Services —  
☐ EIS / CIS / Multimedia ☐ Other ☐ Software Products  
☐ Professional Services, SI  
☐ Outsourcing, Processing, Network Services
- ☐ Industry \_\_\_\_\_

U.S. FEDERAL ☐ MMAR ☐ FPAP ☐ FPAW ☐ FPFA ☐ Other

EUROPE ☐ CSPR ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

\* No names will be added without a completed change order and program manager approval.

Program Manager  
Authorization \_\_\_\_\_

### CONTACT REPORT

Continuation Company \_\_\_\_\_

Name \_\_\_\_\_

## FAX TRANSMITTAL FORM

Date: 04.05.95 Confidential: 

Y/N
-----

  
Name: SUSAN SAABYE Urgent: 

<u>Y/N</u>
------------

  
Location: \_\_\_\_\_  
Company: IBM D/K  
Fax No: 00 4545 93 77 10 Page: 1 of 2  
From: PETER LINES File: Cron/Contract/Other  
Re: \_\_\_\_\_

*Susan,*

*Here is the page with the table on NEXOR.  
There should be no figure 1 - it was  
a pie chart in the original, I have  
changed it to a list - of course it could  
be a Table - in any event the data  
is on the attached ~~chart~~ page.*

*Please call if you have any questions.*

*Regards*

*Peter Lines.*



Nexor accounts are to 30th April. The company, which is privately owned, has not revealed financial details.

When the acquisition of Telub was made, an external investor from the Middle East provided about 10% of the funds. Early in 1994 a further injection of funds was made by the same investor. This followed disappointing trading results and lower than expected proceeds, DM 3 Million (\$US 1.8M), from the sale of Bitronic. At the time of its sale, Bitronic was generating revenues of approximately 11 Million DM.

The reorganisation in Sweden and small cutbacks in the other countries have been necessary to restore the company's financial situation.

Table 1 shows the financial performance of the company for the last two years. The breakdown of the most recent year's figures by country (and in the case of Sweden - by operation) is shown in Figure 1. The revenue and profit figures are shown in US Dollars at the following conversion factors:

1 \$US = 7.6 SEK, = 6.10 DKK, = 6.8 NOK, = 5.09 FIM.

Table 1. Group Financial Details US Dls.

Country	1992/3		1993/4	
	Revenue	Profit	Revenue	Profit
Sweden Nexor	26.0		27.3	
	Perinet		8.4	
	Total	0.1	35.7	0.2
Denmark	6.2	0.1	6.5	0.1
Norway	4.4	0.0	5.1	0.1
Finland	4.7	0.0	4.9	0.1
Group Total	49.1	0.2	52.2	0.5

*in percentage terms  
is as follows:*

## h2.INPUT Assessment

### Strengths:

- An established company with a good reputation.
- Most of the 'dead wood' has been removed from the state owned Telub operation.
- There is a strong customer base in AS/400 maintenance.
- The company has a very good business in workshop repair.
- The management has already responded to the lowered trading performance and made the necessary changes. (Although see weaknesses below).
- The company is building up highly creditable capability in networks.

*- Sweden - Nexor 52%  
- Sweden - Perinet 16%  
- Denmark 12%  
- Norway 10%  
- Finland 10%*





# MESSAGE CONFIRMATION

04/05/95 10:25

ID=INPUT LTD

NO.	MODE	BOX	GROUP
699	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S. CODE
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. \* CDATE 19950426  
. \* UDATE 19952604  
. \* PRICE 000000000  
. \* TYPE VEND  
. \* DESCR NEXOR PERINET AB  
. \* SOURCE INP  
. \* END-OF-FF  
.tc /

:h1.Nexor Perinet AB

Nexor Perinet AB  
Box 15203  
Gustavslundsvagen 141  
S-161 51 Bromma  
Tel: +46 8 704 0700  
Fax: +46 8 806 655

:h2.Company Details

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General Manager, Norway: Mr Aage Myrvold

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Box 11105  
Ålsnog 11  
S-100 61  
Stockholm

This has 70 staff of which 60 are engineers.

the 1990s, the number of people in the world who are malnourished has increased by 100 million.

There are a number of reasons why the world's population is becoming more malnourished. One of the main reasons is that the world's population is growing very rapidly. In 1990, there were about 5 billion people in the world. By 2000, there were about 6 billion people in the world. By 2010, there are expected to be about 7 billion people in the world. This means that there are more people in the world than ever before, and this is putting a lot of pressure on the world's food supply.

Another reason why the world's population is becoming more malnourished is that the world's food supply is not growing fast enough to keep up with the demand. This is because the world's food supply is being used in a number of ways that are not sustainable. For example, a lot of food is being used for animal feed, and a lot of food is being used for biofuels. This means that there is less food available for people to eat.

A third reason why the world's population is becoming more malnourished is that the world's food supply is becoming more expensive. This is because the cost of food is increasing in many parts of the world. This is due to a number of factors, including the fact that the world's food supply is becoming more scarce, and the fact that the cost of transporting food is increasing.

There are a number of things that can be done to help solve the problem of world hunger. One of the most important things is to increase the world's food supply. This can be done by increasing the amount of land that is used for agriculture, and by using more efficient farming techniques. Another important thing is to reduce the amount of food that is wasted. This can be done by encouraging people to eat less meat, and by reducing the amount of food that is thrown away.

It is also important to make sure that the world's food supply is distributed fairly. This means that everyone should have access to the food that they need to live. This can be done by providing food aid to people who are in need, and by making sure that food is sold at a price that is affordable for everyone.

Finally, it is important to make sure that the world's food supply is sustainable. This means that the world's food supply should be able to meet the needs of the world's population for a long time to come. This can be done by using sustainable farming techniques, and by making sure that the world's food supply is not over-exploited.

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#### Others - Denmark

Nexor Systems & Service A.S.  
Hirstredsgirvej 27  
DK-2620 Albertslund  
Denmark

Tel: (45) 4245 8844

The three geographical areas of Zeeland, Fyn and Jylland are covered from the three branches in Aalborg, Aarhus and Vejle.

There are 45 staff of which about 25 are engineers.

Service on the island of Bornholm is provided by a sub-contractor.

#### Others - Norway

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Postboks 48  
Lorenvangen 23  
Refstad  
0513 Oslo  
Norway

Tel: (47) 2265 2250

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#### :h2.Services and Strategy

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The main service offerings of Nexor are:





- Conventional minicomputer maintenance on Digital, Data General and ICL's (Nokia) 2500 series with some activity, particularly in Denmark, on IBM's S/36, S/38, AS/400 and RS/6000 systems.

- On-site maintenance covering PCs, workstations, printers and network hardware components. Nexor in Sweden has OEM maintenance agreements with Ambra (now declining following IBM's decision to wind up the operation), AST, Dell and Sun Microsystems.

- Installation, training, system integration, remote monitoring and other services for networks. This service is limited outside of its main centres.

- General services covering a wide variety of assorted customer support from designing to application software (not in Denmark), from consumables to equipment broking, refurbishment and upgrades.

- Repair centres which carry out repairs on PCs and peripherals for dealers, end users and to support the in-house maintenance operation.

In certain countries, Nexor has developed its services in specific areas, for example:

- The Danish operation holds an exclusive agreement with the manufacturer Oki to repair its printers.

- Software support on OS/2, Windows, OS/400, VMS, Ultrix, LAN Manager and others. This is a new service developed in Finland which is provided either on an agreement basis or a project basis. Service is generally delivered over the telephone.

- Nexor provides warranty repairs for AST covering Norway, Sweden and Finland. It also has OEM agreements with CDC, Bull and Tandberg Data.

The Norwegian operation was reorganised about 18 months ago following the Nexor take over. Activities can be considered in four basic categories:

- An independent maintainer of IBM S/36, S/38, AS/400, DEC VAX, Convergent Technology and most PCs. Not handling UNIX seriously as they do not believe they have the software competence.

- A repair centre in Oslo carrying out 7000-8000 repairs/year with 10 technicians, some of whom spend part of their time on the road.

- Network support with 5 Novell Certified Network Engineers (CNE) and 5-10 with Windows competence. Nexor provides consultancy, training (from its centre in Oslo), installation and support.

- Miscellaneous contract support:

- Dell whose sales of networks provide an exclusive arrangement for Nexor to install, test and provide a 12 month warranty.

- A similar arrangement with CDC.

- An exclusive subcontract with Hewlett-Packard (HP) to provide the maintenance for non-HP kit on any single site support contracts that HP wins.

- The maintenance component within facilities management contracts won by TBK (subsidiary of Norwegian Telecom) which is offering a complete range of business products and services.

:h2.Financial Performance

THE UNIVERSITY OF CHICAGO

PHILOSOPHY DEPARTMENT

1100 S. MICHIGAN AVE.

CHICAGO, ILL. 60607

TEL: 773-936-5000

FAX: 773-936-5000

WWW.CHICAGOEDU.EDU

CHICAGO, ILL. 60607

CHICAGO, ILL. 60607

CHICAGO, ILL. 60607

CHICAGO, ILL. 60607

CHICAGO, ILL. 60607

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- Existing and expanding capability in winning maintenance agreements with manufacturers, e.g. IBM, Dell and Hewlett-Packard.

Weaknesses:

- High priced reputation.
- A question mark remains over the company's financial strength.
- Uncertainty about the effectiveness of management responses to the company difficulties.
- Skills in UNIX systems are not fully developed.
- The gaps in software skills need to be filled.

Opportunities:

- Strong demand for networking skills.
- Capable of winning more agreements with manufacturers that do not wish to expand their own services in Scandinavia directly.

Threats:

- On going structural weakness of the Scandinavian economies.
- Aggressive competition from manufacturers, particularly Digital.
- The over-dependence on the declining Digital VAX, IBM S/36 and S/38 businesses must be rectified.

:h1.AUTHOR/INFORMATION ABOUT THIS DOCUMENT

If assistance is needed, please contact your area/country support.  
For specific questions on this document, you may contact the author below.

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* AUTHOR/DEPT : INPUT LTD. *
* INT ADDRESS : IBM DANMARK, CMSC *
* EXT ADDRESS : NYMOLLEVEJ 85 *
* COUNTRY/ZIP : DK-2800 LYNGBY *
* PHONE : +45 45 93 45 45 FAX: +45 45 93 77 10 *
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PRODUCT : PC NETWORK MAINTENANCE CONSULTANCY SYSTEMS ENGINEERING  
: INTEGRATION IT FACILITY MANAGEMENT THIRD PARY  
: MAINTENANCE TRAINING.

TYPE REPORT : VEND.

SOURCE : INP.

INDUSTRY : NONE.

CATEGORY INDU: NONE.

CATEGORY LVL1: SERV.

CATEGORY LVL2: PROF.

CATEGORY LVL3: MAIN.

CATEGORY LVL4: NONE.

CATEGORY LVL5: NONE.

CATEGORY GEOG: NONE.

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the 1990s, the number of people in the world who are under 15 years of age has increased from 1.1 billion to 1.5 billion, and the number of people aged 65 and over has increased from 0.2 billion to 0.5 billion (United Nations, 1999).

There is a growing awareness of the need to address the needs of the young and the old. The United Nations has set out a series of goals for the 21st century, including the goal of 'improving the quality of life for all' (United Nations, 1999). This goal is reflected in the World Health Organization's (WHO) 'Health for All' strategy, which aims to 'achieve the highest attainable state of health for all people' (WHO, 1999).

The WHO has identified a number of key areas for action, including: (1) 'improving the health of the poor', (2) 'reducing the burden of disease', (3) 'strengthening health systems', and (4) 'promoting health and development' (WHO, 1999). These areas are all interrelated and need to be addressed in a holistic manner.

The WHO has also identified a number of key strategies for achieving these goals, including: (1) 'primary health care', (2) 'community-based health care', (3) 'health promotion', and (4) 'health equity' (WHO, 1999). These strategies are all essential for achieving the goal of 'Health for All'.

The WHO has also identified a number of key indicators for monitoring progress towards these goals, including: (1) 'life expectancy at birth', (2) 'infant mortality rate', (3) 'maternal mortality rate', and (4) 'prevalence of major diseases' (WHO, 1999). These indicators are all essential for monitoring progress towards the goal of 'Health for All'.

The WHO has also identified a number of key challenges for achieving these goals, including: (1) 'poverty', (2) 'inequality', (3) 'lack of access to health services', and (4) 'lack of political commitment' (WHO, 1999). These challenges are all essential for achieving the goal of 'Health for All'.

The WHO has also identified a number of key opportunities for achieving these goals, including: (1) 'advances in medical science', (2) 'increased international cooperation', and (3) 'increased public participation' (WHO, 1999). These opportunities are all essential for achieving the goal of 'Health for All'.

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## NEXOR PERINET AB

### Background

The company Nexor was started in Stockholm by Mr Sten Rundin, an experienced computer reseller. In 1985 an independent maintenance operation was set up which derived most of its business initially from supporting PCs and peripherals sold by the company. Nexor thrived and in 1991 had grown sufficiently to have the resources to bid for state owned Telub in October of that year when it was put up for sale by the government of the day. This resulted in Nexor becoming an international operation.

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## Main Offices

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### Financial Performance

Nexor accounts are to 30th April. The company, which is privately owned, has elected not to make its accounts available.

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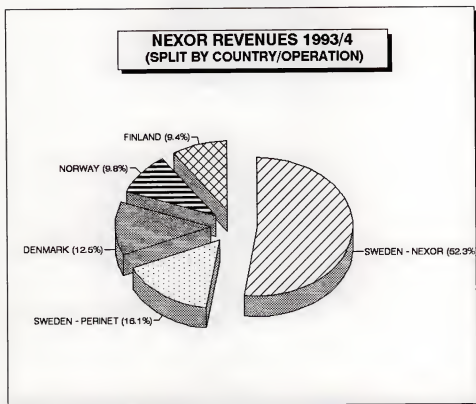
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**Table 1. Group Financial Details**

<b>NEXOR - FINANCIAL DETAILS BY COUNTRY (\$US M)</b>					
		<b>1992/3</b>		<b>1993/4</b>	
		<b>REVENUE</b>	<b>PROFIT</b>	<b>REVENUE</b>	<b>PROFIT</b>
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	<b>PERINET</b>	7.8		8.4	
	<b>TOTAL</b>	33.8	0.1	35.7	0.2
<b>DENMARK</b>	<b>NEXOR</b>	6.2	0.1	6.5	0.1
<b>NORWAY</b>	<b>NEXOR</b>	4.4	0.0	5.1	0.1
<b>FINLAND</b>	<b>NEXOR</b>	4.7	0.0	4.9	0.1
<b>GROUP TOTAL</b>		49.1	0.2	52.2	0.5



**Figure 1. Financial Analysis - By Source 1993/4**





## **SWOT Analysis**

### **Strengths:**

- An established company with a good reputation.
- Most of the 'dead wood' has been removed from the state owned Telub operation.
- There is a strong customer base in AS/400 maintenance.
- The company has a very good business in workshop repair.
- The management has already responded to the lowered trading performance and made the necessary changes. (Although see weaknesses below).
- The company is building up highly creditable capability in networks.
- Existing and expanding capability in winning maintenance agreements with manufacturers, e.g. IBM, Dell and Hewlett-Packard.

### **Weaknesses:**

- High priced reputation.
- A question mark remains over the company's financial strength.
- Uncertainty about the effectiveness of management responses to the company difficulties.
- Skills in UNIX systems are not fully developed.
- The gaps in software skills need to be filled.

### **Opportunities:**

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Threats:

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- Aggressive competition from manufacturers, particularly Digital.
- The over-dependence on the declining Digital VAX, IBM S/36 and S/38 businesses must be rectified.



27th March 1995

Anne Sommer  
Competitive Information Services  
CMSC, IBM Denmark A/S  
Nymoellevej 85,  
DK 2800 Lyngby  
Denmark

Dear Anne,

I am now able to respond to the questions set out in your last letter.

I believe a realistic plan is as follows:

- ICL Sorbus, Getronics, Thomainfor, Olivetti and Granada could be reasonably updated every half year
- The remaining ten once a year (Memorex Telex is the possible exception)
- Although we are tracking the big firms all the time we cannot expect to make a specific approach more frequently than suggested above, we could however commit to update the profiles on an ad-hoc basis, i.e. if a special event or announcement is made.

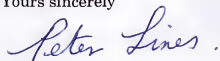
On this basis we would be conducting  $5 \times 2 + 10 = 20$  updates for an annual fee of £10,000. Any new profile agreed upon during the year could be updated within the year for the inclusive fee of £1,500. Therefore assuming you wished to profile another 5 firms, this could be accommodated for fee of £7,500 making £17,500 in total.

I hope this makes the calculation clearer, please let me know if this is acceptable to you.



Anne, I am going to be on vacation for the next two weeks and will be in the office on Monday June 5th. I will look forward to finalising this project with you then. Should you need to ask any question in the meantime please call John Willmot who is standing in for me.

Yours sincerely

A handwritten signature in blue ink that reads "Peter Lines." The signature is written in a cursive style with a period at the end.

Peter Lines  
Managing Director,  
Vice President  
INPUT Europe



04-05-95 12.26.00 From: IBM Danmark A/S To: 01753 577311 Page: 002

Date: 4 May 1995, 11:36:38 DNT

From: Anne Sommer CMSC 3520 SOMMER at DKIBMVM2  
Competitive Information Services  
CMSC, IBM Danmark A/S  
Nymoellevvej 85,  
DK-2800 Lyngby  
Denmark Fax. 45-45-937710  
Sec: U - - - - -

Subject: New contract  
Peter Lines  
INPUT  
Cornwall House  
55-77 High Street  
Slough, Berkshire SL1 1DZ  
UK

Subject: Renewal of contract for 1995

Dear Peter,

Thank you for your proposal dated 27th March 1995. I have some questions regarding the payment.

What is your price for updating the 15 profiles we have received?  
In your proposal you mention that updates of existing profiles would be charged at a rate of UKP. 5,000 per 10 profiles.

You have mentioned to Susan, that it was too often to update some of the smaller company profiles every quarter, please let me know which of the profiles you plan to update once, twice or four times in 1995. Is this also reflected in your price offer?

Regarding new reports you mention that additional new profiles would be charged at a rate of UKP.1,500 per completed profile. Is the update of the new reports also included in this price?

I look forward to your answer as soon as possible in order to get the contract signed,  
Regards,

Anne Sommer (External mail: DKIBMD49 at IBMMAIL)

To: 00441753577311  
CC: Susan Lis Saabye CMSC 3896 SUSAN at DKIBMVM2





---

# IBM TELEFAX

---

IBM Danmark A/S  
Nymøllevej 85  
DK-2800 Lyngby  
Denmark

Attention.....: Peter Lines  
Subject.....: New contract  
Document.....: SOMMER NOTE0012 A

From.....: Anne Sommer  
Date.....: 1995-05-04  
Time.....: 12.21.22

Phone.....: +45 45934545  
Fax.....: +45 45937710

# 明倫彙編

卷一百一十五

- £5,000 / update 10 profiles . . . . .
- £1,500 for new profiles . . . . .

DISK #5

....., 21st May 1907.

.....

2-3

Peter Lines  
INPUT  
Cornwall House  
55-77 High Street  
Slough, Berkshire SL1 1DZ  
UK

Lyngby, March 2nd, 1995

Subject: Renewal of contract for 1995

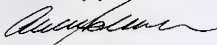
Dear Peter,

We have now started working on the new contracts for 1995 and would therefore ask you to send your proposal for this year.

The proposal should contain quarterly maintenance of reports already delivered and creation of new reports.

I look forward to receiving your proposal in the near future.

Sincerely yours,



Annie Sommer

the 1990s, the number of people in the world who are under 15 years of age is expected to increase from 1.1 billion to 1.5 billion.

As the world's population grows, the demand for food and other resources will increase. This will put pressure on the environment and on the world's food supply. It is important that we find ways to meet this demand without harming the environment.

One way to do this is to use sustainable agriculture. This means using farming methods that do not harm the environment and that can be continued for a long time.

Another way is to use renewable resources. These are resources that can be replaced naturally, such as solar energy and wind power.

Finally, we can use recycling. This means using materials over and over again, so that we do not have to use new materials all the time.

By using these methods, we can help to protect the environment and ensure that we have enough food and other resources for the future.

There are many other ways to protect the environment, but these are some of the most important ones. We all have a role to play in protecting our planet.

Let's all do our part to make the world a better place for everyone.

Thank you for reading this article. I hope it has helped you to learn more about the environment and how we can protect it.

With love and respect for our planet,  
[Signature]

Page 72 of 100



.... makes the difference

IBM Denmark A/S  
Competitive Marketing Support Center  
91, Nymoellevej  
DK-2800 Lyngby  
Denmark  
Phone: 45 45 93 45 45 Ext.: 3896  
FAX: 45 45 93 77 10

## CMSC Telefax

Transmission to: Input  
att: Peter Lines

From: Susan Saabye

Total pages: 2 (incl. cover page)

Subject: COMP Contract 1995

Transmitted by: Susan

Unclassified:

IBM Confidential:

Urgent:

the 1990s, the number of people in the world who are undernourished has increased from 600 million to 800 million. The number of people who are malnourished has increased from 1.2 billion to 1.5 billion. The number of people who are obese has increased from 100 million to 300 million.

The World Bank has estimated that the number of people who are undernourished in the world will increase from 800 million in 1990 to 1.2 billion in 2020. The number of people who are malnourished will increase from 1.5 billion in 1990 to 2.2 billion in 2020. The number of people who are obese will increase from 300 million in 1990 to 600 million in 2020.

The World Bank has also estimated that the number of people who are undernourished in the world will increase from 800 million in 1990 to 1.2 billion in 2020. The number of people who are malnourished will increase from 1.5 billion in 1990 to 2.2 billion in 2020. The number of people who are obese will increase from 300 million in 1990 to 600 million in 2020.

The World Bank has also estimated that the number of people who are undernourished in the world will increase from 800 million in 1990 to 1.2 billion in 2020. The number of people who are malnourished will increase from 1.5 billion in 1990 to 2.2 billion in 2020. The number of people who are obese will increase from 300 million in 1990 to 600 million in 2020.

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**INPUT®**

IT Intelligence Services

Cornwall House  
55-77 High Street  
Slough, Berks, SL1 1DZ  
Tel: +44 (0)1753 530444  
Fax: +44 (0)1753 577311

**FAX TRANSMITTAL FORM**

Date: 28.03.95 Confidential: 

<input checked="" type="radio"/> Y/N
<input type="radio"/> Y/N

Name: ANNE SOMMER Urgent: 

<input type="radio"/> Y/N
---------------------------

Location: \_\_\_\_\_

Company: IBM DK.

Fax No: 010-45-45-93-77-10 Page: 1 of 3

From: \_\_\_\_\_ File: Cron/Contract/Other

Re: \_\_\_\_\_

Anne,  
our proposal as requested.

Peter.





IT Intelligence Services

27th March 1995

Cornwall House

55-77 High Street

Slough, Berkshire SL1 1DZ

Tel. +44 (0)1753 530444

Fax +44 (0)1753 577311

100444.3177@compuserve.com

Anne Sommer  
Competitive Information Services  
CMSC, IBM Denmark A/S  
Nymoellevvej 85,  
DK 2800 Lyngby  
Denmark

Dear Anne,

I am now happy to propose to you a new activity for updating the vendor profiles of independent customer services firms during 1995.

Updates of existing profiles would be charged at a rate of £5,000 per 10 profiles, as in our previous agreement.

Additional new profiles would be charged at a rate of £1,500 per completed profile, again at the same rate as established last year.

Our experience has indicated that quarterly updates are probably a too frequent interval given the small size of many of the firms targeted and the infrequency of their formal releases of information, notably financial results.

Part of the process is to make a direct approach to the targeted companies but it is impractical to do this more than once a year in most cases without risking the co-operation so necessary to ensure future flows of data and information.

I would therefore like to suggest that we restrict quarterly updates to those firms, e.g. Granada, whose size is likely to justify this frequency of updating. Other profiles could be updated on an ad-hoc basis with a principal revision done on an annual basis.

INPUT would be happy to make further suggestions in due course for new profiles.

INPUT LTD.  
Registered in England No.: 1470416.  
Registered Office: Rolls House,  
7 Rolls Building, Fetter Lane  
London EC4A 3NH.  
VAT Registration No.: GB 340 3422 04

FRANKFURT  
LONDON  
NEW YORK  
PARIS  
SAN FRANCISCO  
TOKYO  
WASHINGTON D.C.



Anne, I look forward to being able to discuss this proposal with you further and to answer any questions that you might have.

Yours sincerely

*Peter Lines.*

Peter Lines  
Managing Director,  
Vice President  
INPUT Europe



# MESSAGE CONFIRMATION

28/03/95 08:40  
ID=INPUT LTD

NO.	MODE	BOX	GROUP
441	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S.CODE
28/03 08:39	00'53"	CMSC COPENHAGEN	003	OK		0000







IT Intelligence Services

19th April 1994

17 Hill Street  
London W1X 7FB

Tel. +44 (0) 71 493-9335

Fax +44 (0) 71 629-0179

Anne Sommer  
Competitive Information Services  
CMSC, IBM Denmark A/S  
Nymoellevej 85,  
DK 2800 Lyngby  
Denmark

Dear Anne,

Apologies for the delay in getting back to you. However, I am now in a position to propose to you a new process for updating the vendor profiles of independent customer services firms.

I would like to suggest that the next stage would be a complete update of the profiles already submitted to CMSC. This update would comprise a revision of all relevant data and a re-evaluation of the competitive assessment of these services firms.

Given the existing commitment to update the Sorbus profile and to extend those of Olivetti and Granada, and to address any other issues raised by CMSC concerning the existing profiles, the professional fee for this work would be £2,500 (excluding vat).

As already indicated to you in my proposal of the 3rd of January any further updates after this time would need to be charged at a rate of £5,000 for 10 profile updates.

Additional new profiles would cost £1,500 per completed profile.

Anne, I trust that this answers your immediate needs but please don't hesitate to contact me if you have any questions. I look forward to being in touch again soon.

Yours sincerely

Peter Lines  
Managing Director,  
Vice President  
INPUT Europe

INPUT LTD.  
Registered in England No: 1470416.  
Registered Office: Rolls House,  
7 Rolls Building, Fetter Lane  
London EC4A 3NH.  
VAT Registration No: GB 340 3422 04

FRANKFURT  
LONDON  
NEW YORK  
PARIS  
SAN FRANCISCO  
TOKYO  
WASHINGTON D.C.



**FAX TRANSMITTAL FORM**

Date: June 15, 1994

To: Name: Anne Sommer  
Tel./Location: 010-45-45-93-45 45  
Co.: IBM D/K  
Fax No: 010-45 45 93 77 10  
From: Name: Peter Lines  
Subject: Proposal

Page: 1 of 4

File: Chron

Contact

Other:

Anne, I now attach copies of the signed documents, do you need me to send the hard copy by post to you, please let me know.

Can you please confirm to me the exact agreement at this point in time, I have started up the project already on the basis of the following:

Quarter 3 - to be completed by the end of September 1994:

- Updating all the existing 10 profiles at a special agreed fee of £2,500.
- Developing 5 new profiles for Nexor, ECS, Bluechip, LTA and Memorex for a fee of £6,250.

Quarter 4 - To be completed by the end of December 1994:

- Updating all 15 profiles for an agreed fee of £7,500.

I look forward to being in touch soon.

*Regards  
Peter Lines.*



**Agreement regarding Delivery of  
Competitive Profiles for  
IBM's Competitive Online Marketing  
Perspectives  
data base (COMP)**

between,

Competitive Marketing Support Center (CMSC)  
IBM Danmark A/S  
Nymoellevvej 85  
2800 Lyngby  
Denmark  
and  
INPUT  
17 Hill Street  
London, W1X 7FB  
England  
Agreement No. COMPINPUT0694  
26MAJ94

*IBM Confidential/INPUT Confidential*

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Between,

INPUT  
17 Hill Street  
London, W1X 7FB  
England  
in the following referred to as 'INPUT'

and

Competitive Marketing Support Center  
IBM Danmark A/S  
Nymøllevej 85  
2800 Lyngby  
Denmark  
in the following referred to as 'CMSC'

is of June 1, 1994 concluded the following Agreement regarding Delivery of Competitive Profiles to CMSC for use on IBM's Competitive Online Marketing Perspectives data base (hereinafter COMP).



# AGREEMENT REGARDING DELIVERY OF COMPETITIVE PROFILES

## 1.0 SCOPE OF WORK

### 1.1 Letter of Authorization

INPUT shall furnish Documents and Updates on various subjects to CMSC, as more fully set forth in Attachment A (which is attached and made a part of this Agreement), and in accordance with the terms and conditions of this Agreement and Letter(s) of Authorization by CMSC and accepted by INPUT. The parties agree that their respective subsidiaries may benefit from this Agreement by signing a Letter of Authorization. A standard form for such a Letter is included in Attachment D (which is attached and made a part of this Agreement). In the event of any conflict between the terms and conditions of this Agreement and those Letter(s) issued hereunder, the terms and conditions of those Letter(s) shall prevail.

### 1.2 Technical Coordinator

CMSC shall appoint a Technical Coordinator, who shall be responsible for issuing Letter(s) of Authorization for CMSC under this Agreement. Such Coordinator and/or his/her successors shall be responsible for maintaining liaison with INPUT and for determining for CMSC the adequacy, acceptability and fitness of the services performed by INPUT under such Letter(s) of Authorization.

Mrs. Anne Sommer tlf. No. + 45 93 45 45 ext. 3520

shall be the initial Technical Coordinator and solely responsible for the Letter(s) of Authorization. She shall be responsible for determining the adequacy, quality, and accuracy of service for CMSC. Matters pertaining to this Agreement shall be directed to Mrs. Sommer and/or her successors.

## 2.0 ACCEPTANCE

Services and deliverable items provided by INPUT under this Agreement shall be subject to final review and acceptance by CMSC based upon this Agreement, and the attached specifications and proposal, and final payment shall not be due before such acceptance. Any deficiencies found during such review shall be corrected by INPUT and subject to repeat review before acceptance of the work. Any claims which CMSC may have pursuant to this Agreement shall survive inspection, acceptance and payment in full.

## 3.0 PAYMENT

3.1 CMSC shall pay INPUT for Documents and Updates under this Agreement and Attachments as described by the Delivery and Payment Schedule (see Attachment C, which is attached and made a part of this Agreement).

3.2 INPUT must submit itemized invoices to CMSC for the services furnished. CMSC shall make payment to INPUT within thirty (30) days after receipt of invoices. All invoices shall be addressed to CMSC, IBM Danmark A/S and forwarded to Mrs. Anne Sommer. Each invoice shall identify:

- INPUT's professional fee
- A statement of the project
- Agreement No. COMPINPUT0694



## 4.0 CONFIDENTIAL INFORMATION

- 4.1 Both INPUT and CMSC agree that if any CONFIDENTIAL INFORMATION in the future is to be disclosed to the other party, such disclosure shall be under the terms of the IBM Agreement for Exchange of Confidential information incorporated herein by reference.

"Confidential Information" means both the deliverables including drafts and associated materials, and information that CMSC identifies as confidential and discloses to INPUT. It does not include information that rightly becomes public, or that INPUT otherwise knows or receives without obligation of confidence. For a period of three (3) years from the date of disclosure of Confidential Information under this Agreement, INPUT shall hold all such Confidential Information in trust and confidence for CMSC and not use any Confidential Information other than for the benefit of CMSC. INPUT may not copy any Confidential Information except as explicitly approved by CMSC in writing. INPUT may disclose Confidential Information only to those persons whose services INPUT use in INPUT's performance of this Agreement and who agree in writing to be bound to the same extent as INPUT is, except that they shall not disclose Confidential Information to anyone. If any medium containing any Confidential Information is lost, INPUT shall promptly notify CMSC. Upon completion or termination of INPUT's services, INPUT shall deliver to CMSC all media containing any Confidential Information.

- 4.2 In providing INPUT's services under this Agreement, INPUT understands that CMSC does not wish to receive from INPUT any information which may be considered confidential and/or proprietary to INPUT and/or any third party. INPUT represents and warrants that any information disclosed by INPUT to CMSC, including, but not limited to, INPUT's proposal dated 18 January, 1993, and any further proposals from INPUT to CMSC is not confidential and/or proprietary to INPUT and/or any third party.

## 5.0 RIGHTS IN DATA

- 5.1 All of the deliverable items specified in Article I of this Agreement and any Appendices plus Letters of Authorizations attached hereto prepared for, or submitted to CMSC by INPUT under this Agreement, shall belong exclusively to CMSC and shall be deemed to be works made for hire. To the extent that any of the deliverable items may not, by operation of law, be works made for hire, INPUT hereby assign to CMSC the ownership of copyright in the deliverable items and CMSC shall have the right to obtain and hold in its own name copyrights, registrations and similar protection which may be available in the deliverable items. INPUT agrees to give CMSC or its designees all assistance reasonably required to perfect such rights, including without limitation all releases governing the use of the name or likenesses of any third party(s).
- 5.2 To the extent that any pre-existing materials are contained in the deliverable items, INPUT grants to CMSC an irrevocable, non-exclusive world-wide, royalty-free license to: (1) use, execute, reproduce, display, perform, distribute (internally or externally) sell copies of, and prepare derivative works based upon, such pre-existing materials and derivative works thereof, and (2) license, sublicense and authorize others to do any, some or all of the foregoing.
- 5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement.

## 6.0 WARRANTIES

- 6.1 INPUT represents and warrants that INPUT is under no obligation or restriction nor will INPUT assume any such obligation or restriction which would in any way interfere or be inconsistent with, or present a conflict of interest concerning, the services to be furnished by INPUT under this Agreement.
- 6.2 INPUT represents and warrants the originality of the deliverable items which INPUT will provide to CMSC under this Agreement and that no portion of the deliverable items, or their use or distribution, violates or is protected by any copyright or similar right of any third party.



## 7.0 INVENTIONS AND PATENT RIGHTS

7.1 "Invention" shall mean any invention, discovery or improvement, whether or not patentable, conceived or first actually reduced to practice, solely or jointly by INPUT and/or INPUT's employees with one or more employees of CMSC during the term of this Agreement and in the performance of services hereunder. INPUT shall promptly make a complete written disclosure to CMSC of each Invention, specifically pointing out the features or concepts which INPUT believes to be new or different.

7.2 INPUT hereby assigns to CMSC, its successors and assigns, every Invention, and the same shall become and remain CMSC's property whether or not patent applications are filed thereon. INPUT shall, upon CMSC's request and at CMSC's expense, cause patent applications to be filed thereon in countries selected by CMSC, through solicitors designated by CMSC, and forthwith assign all such applications to CMSC, its successors and assigns.

INPUT shall give CMSC and its solicitors all reasonable assistance in connection with the preparation and prosecution of any such patent applications, and shall cause to be executed all such assignments and other instruments and documents as CMSC may consider necessary or appropriate to carry out the intent of this Article.

No license or right is granted hereunder at any time to INPUT, whether expressly or by implication, estoppel, or otherwise, under any patents or patent applications arising out of any other invention of CMSC.

## 8.0 MAINTENANCE OF RECORDS

INPUT shall maintain complete and accurate accounting records, in a form in accordance with standard accounting practices, to substantiate INPUT's charges hereunder. Such records shall include payroll records, job cards, attendance cards, and job summaries. These records shall be maintained for one year beyond the term of this Agreement. CMSC shall be allowed access to such records for purposes of audit during normal business hours during the term of this Agreement and during the above-specified retention period.

## 9.0 INSPECTION

CMSC reserves the right to monitor INPUT's performance and compliance with the provisions of this Agreement through periodic inspections at INPUT's location. During any such inspection, CMSC does not wish to receive, and INPUT shall not disclose to CMSC, any of INPUT's or third parties' confidential and/or proprietary data.

## 10.0 DAMAGES

INPUT shall indemnify and defend CMSC against all claims, demands, actions, suits or causes of action arising from any negligent or willful act or omission by INPUT, INPUT's agents, subcontractors or employees, in performance of any of INPUT's obligations under this Agreement.

Neither party shall be entitled to indirect, incidental, consequential or punitive damages, including lost profits. This limitation shall not apply to any liability of INPUT's under the Article entitled Confidential Information and is not intended to limit INPUT's obligations under this Article.

In no event will CMSC be liable to INPUT, INPUT's successors, heirs or assigns for damages in excess of the full amount of unexecuted purchase order(s) issued hereunder, less any amounts already paid to INPUT by CMSC.

## 11.0 INPUT's EMPLOYEES NOT DEEMED CMSC's

Personnel supplied by INPUT shall be deemed INPUT's employees and shall not for any purpose be considered employees or agents of CMSC. INPUT assumes full responsibility for the





actions of such personnel while performing services pursuant to this Agreement, and shall be solely responsible for their supervision, daily direction and control, for the payment of their salaries (including any applicable withholding or payment of income taxes, unemployment taxes, social security and the like) and for providing worker's compensation, disability benefits and the like.

## 12.0 INPUT RETURN OF WORK

Upon completion, termination, or expiration of this Agreement (or earlier, if requested by CMSC) INPUT must turn over to CMSC all work (including all deliverable items completed or in process) completed or in process under this Agreement and all materials furnished by CMSC in connection with this Agreement, before any remaining payments for services performed by INPUT under this Agreement are due by CMSC.

## 13.0 ASSIGNMENT AND SUBCONTRACTING

INPUT's rights and obligations under this Agreement shall not be assigned or delegated or sub-contracted without the prior written approval of CMSC. In the event that CMSC grants INPUT the right to sub-contract, assign or delegate, some of the services to be performed pursuant to this Agreement, INPUT shall be responsible for all costs resulting from any such assignment, delegation or subcontract; provided however, that any subcontractor so retained by INPUT is obligated in writing to the same obligations as set forth herein with respect to INPUT.

## 14.0 WORK NOT IN ACCORDANCE WITH AGREEMENT

CMSC reserves the right to order work in process being performed under this Agreement to cease immediately and to withhold payment for work which is not in accordance with the requirements of this Agreement; however, any claims which CMSC may have for breach of contract shall survive payment of the full Agreement price.

## 15.0 INPUT'S AGREEMENT WITH HIS EMPLOYEES

INPUT will have an appropriate agreement with each of INPUT's employees or others whose services INPUT may require sufficient to enable INPUT to comply with all the terms of this Agreement.

## 16.0 DURATION AND TERMINATION

The term of this agreement shall be from August 16, 1993 through December 31, 1993. Notwithstanding anything to the contrary in either this agreement or any other agreement between CMSC and INPUT, this Agreement shall cover the various materials described in Attachment A and any other documents which have previously been delivered to CMSC for use on COMP by INPUT prior to the effective date of this Agreement.

CMSC may terminate for convenience this Agreement or any Purchase Order, or any portions thereof, by thirty (30) days written notice. Upon receipt of such notice from CMSC, INPUT must immediately stop all activities associated with this Agreement or the affected purchase order(s), whichever the case may be. INPUT will be paid for the work performed through the date of termination for all services, charges and expenses authorized by CMSC hereunder which INPUT have actually incurred in support of all applicable work effort performed by INPUT hereunder. CMSC's payment for work performed through the date of termination is contingent upon INPUT turning over to CMSC all work product resulting from services rendered under this Agreement. In no event shall INPUT's charges and expenses applicable to a specific purchase order exceed the total amount of said purchase order, less any payments made against said purchase order.

In case of INPUT's material breach of this Agreement CMSC may terminate this Agreement by providing INPUT written notice. If the default is not remedied within 10 days or within the time stated in the notice whichever is longer, INPUT agrees to promptly provide CMSC with



all items associated with this Agreement in order for CMSC or a third party selected by CMSC to perform this Agreement. Nothing provided herein shall be interpreted as requiring CMSC to provide INPUT an opportunity to cure.

## 17.0 SOLE AGREEMENT

This Agreement shall supersede all agreements and understandings between the parties respecting the subject matter hereof.

## 18.0 IBM TRADEMARK

Notwithstanding any other provisions of this Agreement, INPUT shall have no right to use IBM's trademark, or trade name, or to refer to this Agreement or the services performed hereunder directly or indirectly, in connection with any product, promotion or publication without written approval of CMSC.

## 19.0 SURVIVAL

The rights and obligations of Articles 2, 4, 5, 6, 7, 9, 10, 13, 16, and 18 shall survive and continue after any expiration or termination of this Agreement and shall bind the parties and their legal representatives, successors, heirs, and assigns. INPUT agrees to comply, and do all things necessary for CMSC to comply with all applicable national and local laws, regulations and ordinances, including by not limited to the US Export regulation relating to the Export of Technical Data, insofar as they relate to the services to be performed under this Agreement. INPUT agrees to obtain the required government documents and approvals prior to export of any technical data disclosed to INPUT or the direct product related thereto.



## ATTACHMENT "D" - LETTER OF AUTHORIZATION

This Letter of Authorization will be construed by the terms and conditions of the Agreement signed by the parties.

When signed by both parties, shall represent the only authorization for Contractor to render the services described below in 'Scope of Work'.

AGREEMENT NUMBER: COMPXX94

CONTRACTOR NAME: (VENDOR NAME)

### REQUESTOR INFORMATION

REQUESTOR NAME: Competitive Marketing Support Center (CMSC)

IBM INTERNAL ADDR: IBM Danmark A/S

ADDRESS: Nymoelevej 85

CITY / ST / ZIP: DK 2800 Lyngby, Denmark

PHONE: + 45 45 93 45 45 PROFS ID/NODE: SOMMER / DKIBMVM2

### SCOPE OF WORK

Contractor shall provide CMSC with new reports, maintenance and revalidations according to European vendor list enclosed and as described in proposal from (VENDOR NAME) (MONTH,DATE,YEAR).

TOTAL MAINTENANCE:

TOTAL AGREEMENT:

### AUTHORIZED SIGNATURES

CONTRACTOR: Please sign both copies of this Letter of Authorization and return to the requestor listed above. CMSC will sign and return a copy to authorize the Scope of work.

CONTRACTOR SIGNATURE: Peter Lines

PRINT NAME: PETER LINES DATE: 15.06.94

IBM SIGNATURE: \_\_\_\_\_

PRINT NAME: Jorgen Moltke-Leth DATE: \_\_\_\_\_  
/Verner Rosendahl



# ATTACHMENT A - SCOPE OF WORK

## OVERVIEW

INPUT shall deliver to CMSC competitive analysis of third party customer services firms in Europe and deliver competitive Vendor Profiles for each of the vendors listed in Attachment B.

All Documents shall provide Complete Information and Analysis on INPUT's Assigned Areas Of Responsibility. For the term of this Agreement, the Documents shall reflect the most current information available and shall be delivered in accordance with INPUT's schedule and in the COMP Ready Format.

The Documents shall conform to the quality standard set by the Sorbus 'pilot' report and the Documents will be subject to final review and acceptance by CMSC. INPUT will be asked to make corrections and improvements based upon CMSC's comments.

CMSC will add codes to the reports, but INPUT should include the minimum requirements for the COMP Ready Format which is the :Hx. tags defining the title and subtitles of the document. The document title should always begin with :H1. followed by the title (No blanks between the :H1. and the title). Chapter-titles begin with :H2. followed directly (no blanks) by the title. Subchapter-titles begin with :H3. followed directly by the title. All titles begin in column 1 and the body text begins in column 2.

Example of required format:

:h1.Document title

:H2.Chapter title

Body text begins here.

All body text begins in column 2

The reason is that it will later be possible to add revision bars in column 1, when the document is updated.

:H3.Subchapter title

:H2.Chapter title

:H2.Chapter title

:H3.Subchapter title

... and so on

All documents should be delivered in ASCII format on 3.5" diskettes.

The total number of documents provided shall be no less than 10 included the 'pilot' document. Coverage Listing (ATTACHMENT B) gives a sample of the vendors required to cover the Assigned subject.





## ATTACHMENT "B" - COVERAGE LISTING

This attachment covers a list of vendors to be delivered according to this Agreement.

1. Nexor
2. ECS
3. Bluechip
4. LTA
5. Memorex



## ATTACHMENT "C" - SCHEDULE OF DELIVERY AND PAYMENT

### PAYMENT SCHEDULE:

CMSC agrees to pay INPUT for Documents in accordance with Section 2 of the Agreement.

Payment for 5 Vendor Profiles is UKP 6,250. 50% of this amount will be paid when the project starts and the additional 50% will be paid upon acceptance of the last Vendor Profile. The quality of the new Documents should be at the same level as the quality of the Sorbus Vendor Profile.

The 10 Vendor Profiles already delivered should be updated at least once every quarter at the price of UKP 5,000 per quarter, once in July and once in October, the total price is UKP 10,000. CMSC will send a diskette with the coded reports to INPUT by mail.

The 5 new Vendor Profiles should be updated in October at the price of UKP 2,500.

Payment will be due on receipt of the updated reports.

Ad Hoc requests for Documents which are outside the Scope of Work (ATTACHMENT A) and the Coverage Listing (ATTACHMENT B) shall not be performed without a Letter of Authorization signed by both parties. The number of Documents described in the Scope of Work (ATTACHMENT A) and Coverage Listing (ATTACHMENT B) shall not be changed without a Letter of Authorization signed by both parties. Letter(s) of Authorization shall constitute the only authorization for INPUT to take any action or expend any money for services hereunder.

### DELIVERY SCHEDULE:

INPUT shall deliver Documents as set forth in the Scope of Work (Attachment A). INPUT shall inform CMSC about their Delivery Schedule for each Vendor Profile before start of the project.

1. Delivery of New Documents should begin as soon as possible after June 1, 1994 and be completed on or before December 31, 1994.
2. INPUT shall deliver Updates to the vendor profiles already delivered. Updates are to be event driven, but each report shall be updated at least once every quarter in 1994.
3. INPUT shall provide, with each request for payment, a summary of Documents accepted by CMSC since the last request for payment.



## 20.0 APPLICABLE LAW

This Agreement shall be construed, and the legal regulations between the parties hereto shall be determined, in accordance with Danish Law. All disputes arising from or in connection with these conditions shall be settled before the Danish Maritime and Commercial Court in Copenhagen.

--- o ---

If the foregoing is in accordance with INPUT's understanding, will INPUT please indicate INPUT's agreement by dating, signing and returning to CMSC the enclosed copy of this letter.

This agreement is signed in two original versions, one for each of the parties.

### AGREED TO:

for  
Competitive Marketing Support Center (CMSC)  
IBM Danmark A/S

for  
INPUT

Date:

Date:

15.06.94

\_\_\_\_\_  
Name: Jorgen Moltke-Leth

\_\_\_\_\_  
Name:

*Peter Lines*  
PETER LINES

Title: Center Manager

Title:

MANAGING DIRECTOR

for  
IBM Danmark A/S

for  
INPUT

Date:

Date:

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Name:

Title:

Title:



IBM Danmark A/S

Nymollevvej 91  
2800 Lyngby  
Telefon: 45 93 45 45  
Telefax: 45 93 24 20  
Telex: 15171 ibmden dk  
Telegramadr: Ibmudmach  
A/S Reg nr: 21 459

Lyngby, May 31th, 1994

INPUT  
Mr. Peter Lines  
17, Hill Street  
London, W1X 7FB  
England

Subject: Agreement regarding Delivery of Competitive Profiles for COMP DB

With reference to Agreement dated May 26, 1994 regarding Delivery of Competitive Profiles for IBMs Competitive On-line Marketing Perspectives data base (COMP) we hereby agree to replace 5.3 RIGHTS IN DATA with the following text:

- 5.3 No license or right is granted to INPUT either expressly or by implication, estoppel or otherwise to publish, reproduce, prepare derivative works based upon, distribute copies of, publicly display, or perform any of such deliverables, except INPUT's pre-existing materials, either during or after the term of this Agreement. However INPUT may reuse information included in the CMSC reports, 'but only in a manner that preserves IBMs copyright registration and other protection in the Deliverables'

AGREED TO:

for

Competitive Marketing Support Center (CMSC)

*Peter Lines*  
15.06.94

Date: 31/5.94

Name: Jorgen Moltke-Leth

Title: Center Manager





Lyngby, March 8th, 1995

Dear Peter,

Enclosed please find a diskette containing the COMP source files for the vendors you cover. Hardcopies are also enclosed.

If you make your updates directly in these files and send them back to me in ASCII format on a diskette, it will be much easier for me to include the documents in the database.

I have created a little document:

Guidelines for updating documents for the COMP database

in order to help you and to minimize the work with converting the documents for COMP.

Please let me know if everything is OK or if you need further information.

Kind regards,

Susan



...makes the difference

THE NEW YORK PUBLIC LIBRARY

ASTOR LENOX TILDEN FOUNDATION

119 WEST 4TH STREET, NEW YORK, N. Y.

1900

1901

1902

1903

1904

1905

1906

1907

1908

1909

1910

YNPR

11.02.95

- Status as @ 11.02.95

Complete profiles (new) for ~~SEI~~/LTA and MEMOREX still to be delivered.

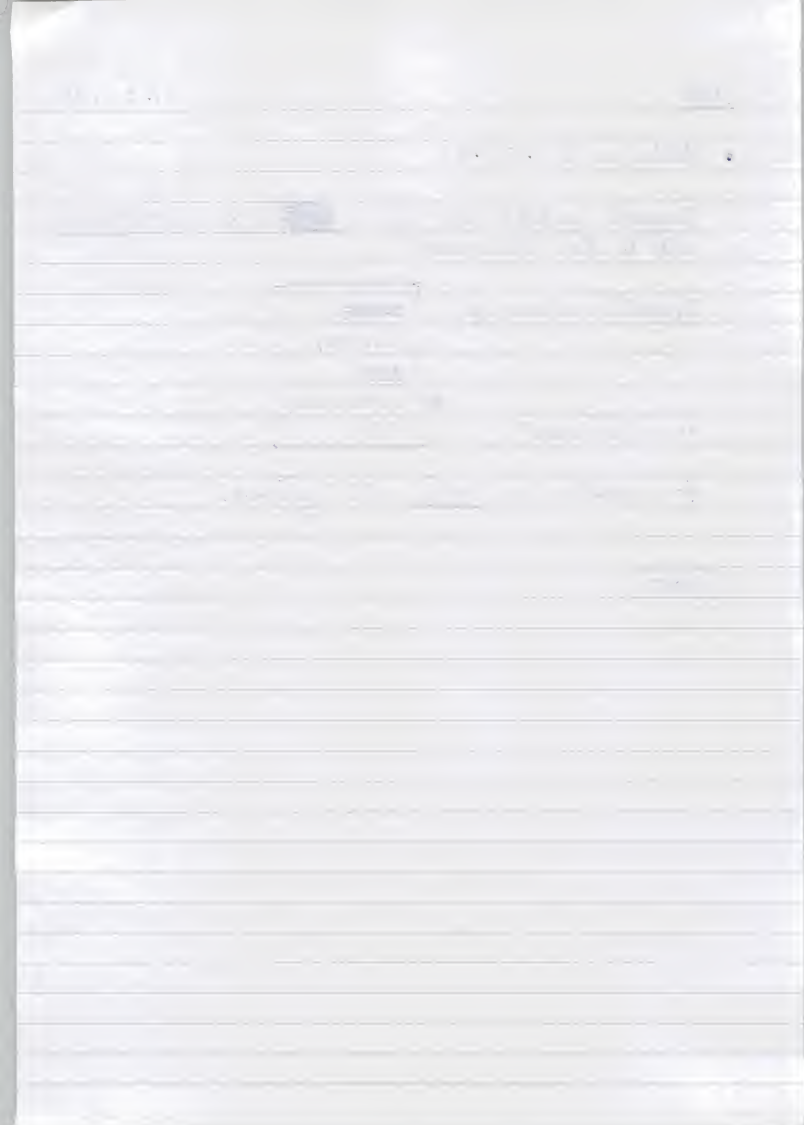
Updated versions of

<del>SEI</del>
OLIVETTI
<del>SEI</del>
* ECONOCOM
COS

to be delivered

+ updates on all 15 firms.

LAYOUT



Not yet sent to IBM :

UPDATES

OLIVETTI

PL

~~Some~~ VPs

--- other material

ECONOCOM

Hilary

(not yet issued as a VP)

COS

MMomis

//

LTA

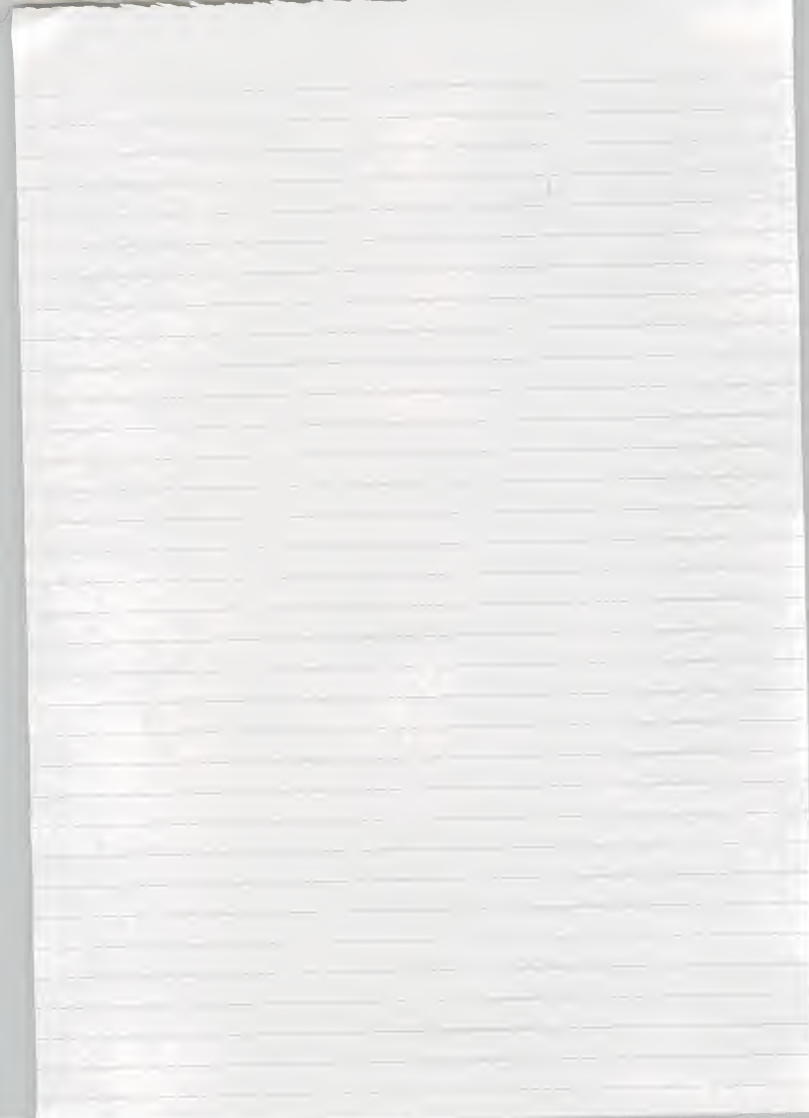
Hilary

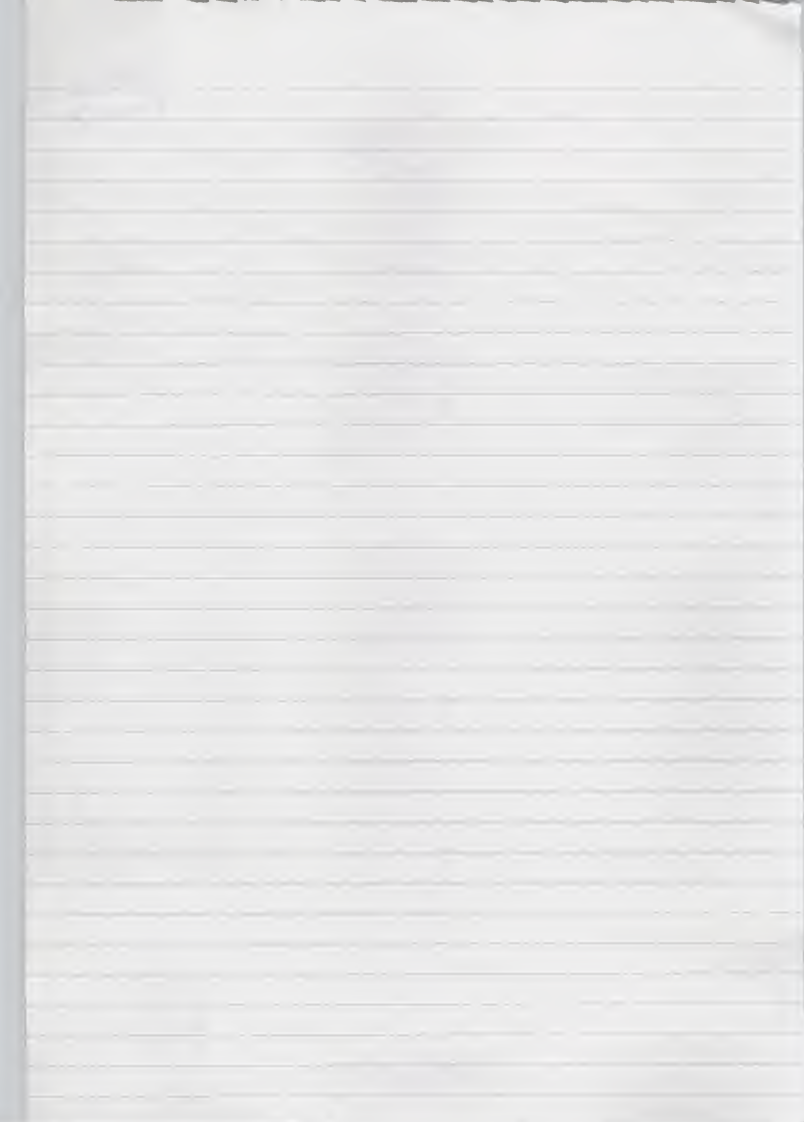
//

MEMOREX

Hilary.

//





YDK	Hardcopy	UPDATE	Courier Format
OLIVETTI	✓	[ ]	
ECONOCOM	✓		
COS	✓		
[LTA MEMOREX]		→	→



# PERSONAL SCHEDULE (Q1-1996)

INPUT\*

PROJECT

\*Corporate Week \*\*Ending Date †Working Days; () UK

Activity Project	JANUARY				FEBRUARY				MARCH				
	1* 1/6** 4†	2 1/13 5	3 1/20 5	4 1/27 5	5 2/3 5	6 2/10 5	7 2/17 5	8 2/24 4 (5)	9 3/3 5	10 3/10 5	11 3/17 5	12 3/24 5	13 3/31 5
UPDATE EXISTING PROFILES 5 (2X YEAR)			Shs			Shs			Shs			Shs	
	#1	EC8	SARUS		#2	GET		#3	IT H011		#4	GA11	
UPDATE EXISTING PROFILES 10 (1X YEAR)			Shs	80%		Shs	80%		Shs	80%			
	#10	EC5			#11	HDS		#12	ITM				

PLG 300/04 9/94 (7)

Name of Individual: \_\_\_\_\_ Dept./Program: \_\_\_\_\_ Date: \_\_\_\_\_



# PROJECT SCHEDULE (Q2-1996)

\*Corporate Week \*\*Ending Date | Working Days: ( ) UK

INPUT

PROJECT SCHEDULE (Q2-1998)

PLG 30003 9/94 (7)

Activity	Name	Act. Days	Factor	ESD	APRIL				MAY				JUNE				
					14* 4/7** 5†	15 4/14 5 (4)	16 4/21 5 (4)	17 4/28 5	18 5/5 5 (4)	19 5/12 5	20 5/19 5	21 5/26 5	22 6/2 4	23 6/9 5	24 6/16 5	25 6/23 5	26 6/30 5
UPDATE EXISTING PROFILES (2 X YEAR) 5							Shu						△				
							#5 GRANADA										
UPDATE EXISTING PROFILES (1 X YEAR) 10													△				
							#13 LTA	#14 MEMOREX	#15 NEXOK								
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

Corporate Week Ending Date Working Days (Yr)

Prepared by:

PLG 30003 994 (F)

Dep/Proj. Code: \_\_\_\_\_ Activity/Project Name: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Proj. Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_



# PROJECT SCHEDULE (Q4-1994)

\*Corporate Week \*\*Ending Date †Working Days; ( ) UK

INPORT

Activity	Name	Act. Days	Factor	ESDs	OCTOBER					NOVEMBER					DECEMBER				
					40* 10/7** 5†	41 10/14 5	42 10/21 5	43 10/28 5	44 11/4 5	45 11/11 5	46 11/18 5	47 11/25 3(5)	48 12/2 5	49 12/9 5	50 12/16 5	51 12/23 4.5	52 12/30 3.5(2.5)		
UPDATE EXISTING PROFILES (2X YEAR) 5					Sho					Sho					Sho				
					✓					✓					✓				
					#3 THOMAS FOR					#4 OLIVETTI					#5 GRANADA				
UPDATE EXISTING PROFILES (1YR) 10					Sho					Sho					Sho				
					5sho					Sho					Sho				
					#7 COMMA ✓ 100%					#8 COS ✓ 100%					#9 ECONOCOM ✓ 90%				
3 NEW PROFILES			6	7	2day					2					2				
					#11 CG					#17 DATA POINT					#18 DEC				
TOTAL PLAN SR.																			
TOTAL PLAN RA																			
TOTAL PLAN ESDs																			
TOTAL SPENT SR.																			
TOTAL SPENT RA																			

PLG 300/03 11/93 (R)

Dept/Proj. Code: \_\_\_\_\_ Activity/Proj. Name: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Proj. Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_



# PROJECT SCHEDULE (Q3-1995)

\*Corporate Week \*\*Ending Date {Working Days; ( ) UK

PROJECT SCHEDULE (Q3-1995)

					JULY				AUGUST				SEPTEMBER															
Activity	Name	Act. Days	Factor	ESDs	27* 7/7** 4 (5)1	28 7/14 5	29 7/21 5	30 7/28 5	31 8/4 5	32 8/11 5	33 8/18 5	34 8/25 5	35 9/1 5 (4)	36 9/8 4 (5)	37 9/15 5	38 9/22 5	39 9/29 5											
UPDATE EXISTING PROFILES (2 X YEAR) 5 (Shs/profile/update cycle)				7	Shs				Shs				Shs															
					#1 ICL SORBUS ✓				#2 GETRONICS ✓																			
UPDATE EXISTING PROFILES (1 X YR) 10 Shs/profile.				7					Shs				#6 BLUE CHIP ✓															
3 NEW PROFILES																												
TOTAL PLAN SR.																												
TOTAL PLAN RA																												
TOTAL PLAN ESDs																												
TOTAL SPENT SR.																												
TOTAL SPENT RA																												

PLG 30005 9/94 (R)

Prepared by: PETER LINE

PLG 30003 994 R)

Dep/Proj. Code: YNPS

Activity/Project Name: ~~PLG~~

Prepared by: PETER LINES

Proj. Manager: PETER LINES

Date: 25.06.95

Page \_\_\_\_ of \_\_\_\_





## PROJECT SCHEDULE (Q4-1994)

\*Corporate Week \*\*Ending Date †Working Days; ( ) UK

INPUT\*

					OCTOBER				NOVEMBER				DECEMBER				
Activity	Name	Act. Days	Factor	ESDs	40* 10/7** 5†	41 10/14 5	42 10/21 5	43 10/28 5	44 11/4 5	45 11/11 5	46 11/18 5	47 11/25 3(5)	48 12/2 5	49 12/9 5	50 12/16 5	51 12/23 4.5	52 12/30 3.5(2.5)
UPDATE EXISTING PROFILES (2 X YEAR) 5						Shs				Shs				Shs			
							0.7				0.7				0.7		
						#3 THOMAIN FOR				#4 OLIVETTI				#5 GRANADA			
UPDATE EXISTING PROFILES (1 X YR) 10						Shs				Shs				Shs			
						#6 COMNA				#8 COS				#9 ECONOCOM			
3 NEW PROFILES				6													
						#16			#17			#18					
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

1st. Shall  
completed  
2nd  
Sent.

PLG 300/03 11/93 (R)

Dept/Proj. Code: \_\_\_\_\_ Activity/Proj. Name: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Proj. Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_



## PLG 300/03 11/93 (R)

INPUT®

Dept/Proj. Code: YNPR Activity/Proj. Name: IBM D/K PROFILES. Prepared by: PL  
Proj. Manager: PL Date: 30.11.94



# PROJECT SCHEDULE (Q3-1994)

\*Corporate Week \*\*Ending Date †Working Days: ( ) UK

INPUT\*

Activity	Name	Act. Days	Factor	ESDs	JULY				AUGUST				SEPTEMBER					
					27* 7/8** 4(5)†	28 7/15	29 7/22	30 7/29	31 8/5	32 8/12	33 8/19	34 8/26	35 9/2	36 9/9	37 9/16	38 9/23	39 9/30	
PROJECT MANAGEMENT	PL			2	▼		1/2 ✓		1/2 ✓		1/2 ✓		1/2 ✓		1/2 ✓		1/2 ✓	△
SUPERVISION BY RESEARCH VP																		
RESEARCH + UPDATE	MM			2 1/2	▼		1/2 ✓		1/2 ✓	1/2 ✓	1/2 ✓	1/2 ✓	1/2 ✓	1				
6 PROFILES	GETRONICS																	
	THOMAS FOR																	
	GRANADA																	
	COMMA																	
	IT M																	
	COS																	
RESEARCH + WRITE	MM	NEXOR		3 1/2	▼		2 ✓							1/2 ✓				
2 NEW PROFILES	BLUECHIP																	
CONSULTANT INTERVIEWS + PREPARES NEW PROFILES.																		
TOTAL PLAN SR.																		
TOTAL PLAN RA																		
TOTAL PLAN ESDs																		
TOTAL SPENT SR.																		
TOTAL SPENT RA																		

PLG 300/03 11/93 RJ

Dept/Proj. Code: YNRR Activity/Project Name: IBM D/K PROFILES Prepared by: Peter Lines.  
 Proj. Manager: PETER LINES Date: 24.06.94 Page 1 of 2

YNRR:

L

# PROJECT SCHEDULE (Q3-1994)

\*Corporate Week \*\*Ending Date †Working Days: ( ) UK

INPUT\*

Activity	Name	Act. Days	Factor	ESDs	JULY							AUGUST				SEPTEMBER				
					27* 7/8** 4(5)†	28 7/15	29 7/22	30 7/29	31 8/5	32 8/12	33 8/19	34 8/26	35 9/2	36 9/9	37 9/16	38 9/23	39 9/30			
RESEARCH +	TBA/HG+PC+PL			2				1/2		1/2		1/2	1/2							
UPDATE 4	JORBUS			PAUL																
PROFILES	OLIVETTI			PETER																
	HDS			HG																
	ECONOCOM			ECONOCOM																
RESEARCH + WRITE	TBA/HG			5				1		1		1		1/2	1/2					
3 NEW PROFILES	ESS																			
	LTA																			
	MEMOREX																			
RESEARCH + UPDATE				10																
15 PROFILES																				
TOTAL PLAN SR.																				
TOTAL PLAN RA																				
TOTAL PLAN ESDs				25				4 1/2				5					5 1/2			
TOTAL SPENT SR.																				
TOTAL SPENT RA																				

PLG 300/03 11/93 R)

Dept/Proj. Code: YNPR Activity/Project Name: IBM D/K PROFILES Prepared by: Peter Lines

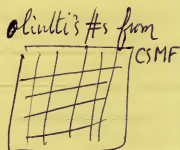
Proj. Manager: PETER LINES Date: 24.06.94 Page      of





## YNPR ~ OLIVETTI Profile ---

- Company Description.
  - as per MVPP....
- Operations & Structure.
  - as per MVPP....
  - see RB/Profile
- Services Strategy.
  - Needs writing →
- Financials.



{ Olivetti Group from MVPP.... (Exhibit 2)  
 { Market Analysis  
   { identifies service portion (Exhibit 3)

Further Analysis.

→ service type / geography /

- Services. (see page 8 of 12 MVPP) ... + ...
- Operations. (include from YDK profile)  
   ..... update #s of personnel ...
- Competitive Positioning
- INPUT Assessment...

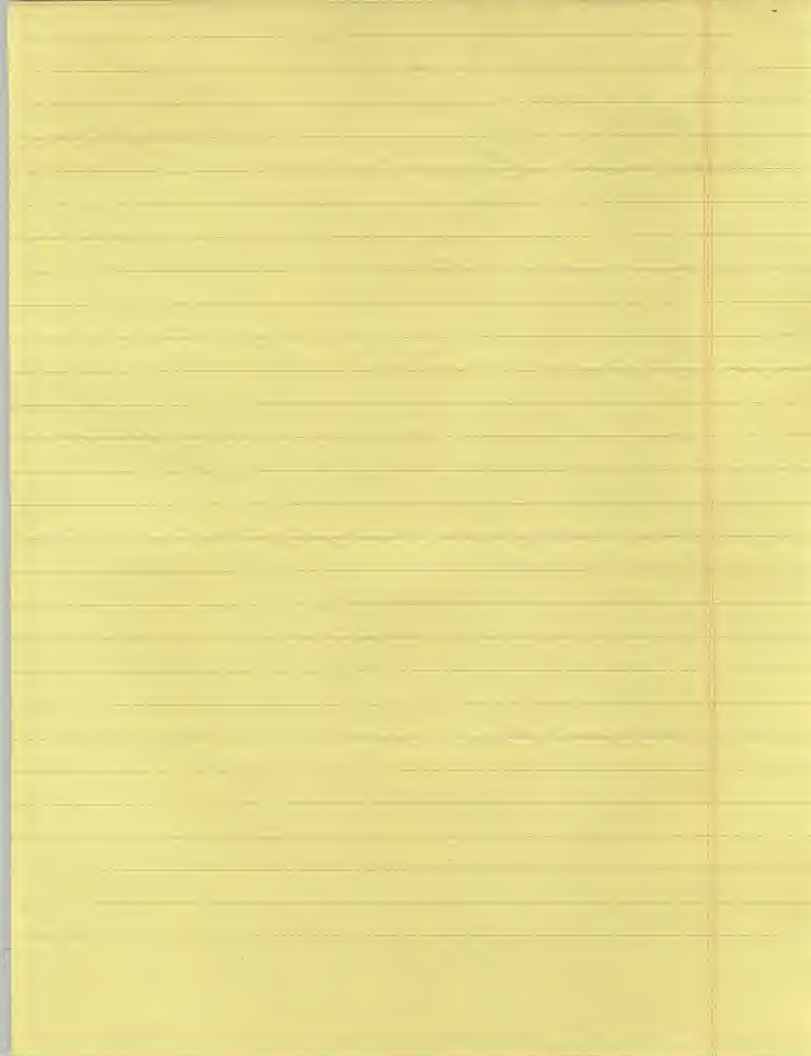
*[Faint, illegible handwriting on lined paper]*

At the

see green book

Olivia + DSI

\$1.3B



~~600 terminals in~~

- oliservice support M&S — Olivetti people spend 80% of their time talking ~~to~~ to the users, M&S IS people like this since they feel that 'they' do not filter out the real user problems — the Olivetti people learn exactly what is required.

{ M&S have 600 people in IT, at this point they questioned whether they were in IT or retail? But IT is strategic to M&S's business. }

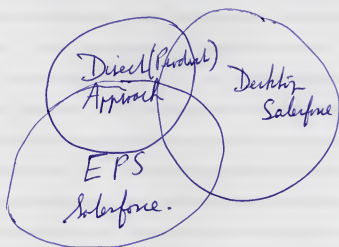
- Users facing major support problems in non-homogeneous networks — there are increasingly:
  - Unstable
  - Change frequently
  - Derived from (supported from) multiple sources.

- Olivetti started multi-service support in the UK in 1986, BCO contract started at this time as multivendor mte, even at this time 25% of the revenue related to non-h/w mte. activity...
- BCO's contract has just been renewed for 10 years.
- Defining the service package can be a political issue — it throws focus onto internal ~~man~~ <sup>problems and</sup> mismanagement and
- Open systems era has unfolded in a period where real support costs ~~are~~ are hidden
- Galileo contract ---

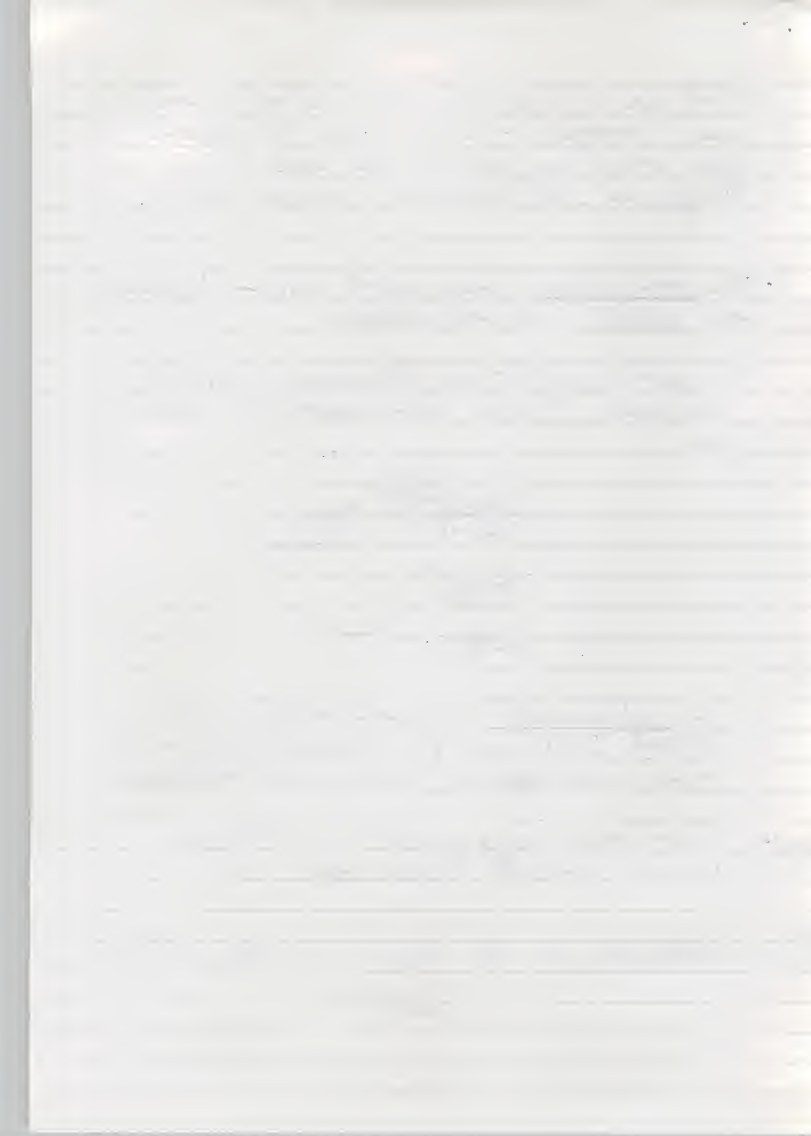
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2011056140

- Olivetti has developed long-term relationships with many IS managers - this would appear to be different from HP who have primarily worked through channels and therefore have little contact with IS managers directly.
- The account manager concept doesn't work - too general, need zealots to sell new services.
- The approach to market can be considered as a set of linked circles - to provide different approaches to different people --



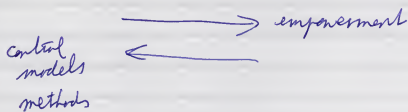
- The reference model is separate salesforces for EPS and Desktop - in fact not all subsidiaries are the same - not homogeneous, depends on local development.
- Olivetti are developing a contract with Microsoft - warehousing, multiple language support, etc.
- Olivetti have been for 86 years in the desktop market?  
 Typewriter!





## Olivetti Business Culture

- Managers are empowered - looking for tactical innovation - but control models work the other way, managers must conform to budget requirements.



↑  
The centre provides the methods and the control of the models ---.

Olivetti likes to start small activities - leave alone (at least in a non-financial sense)

eg Acorn

Active badge technology ....

Strong bottom-line motivation, eg we unit recently came in 2-3% over on our costs - actions are now in place to address this and bring the costs back in-line ....

Olivetti is like the Roman Senate

- short attention span if not bottom line ?

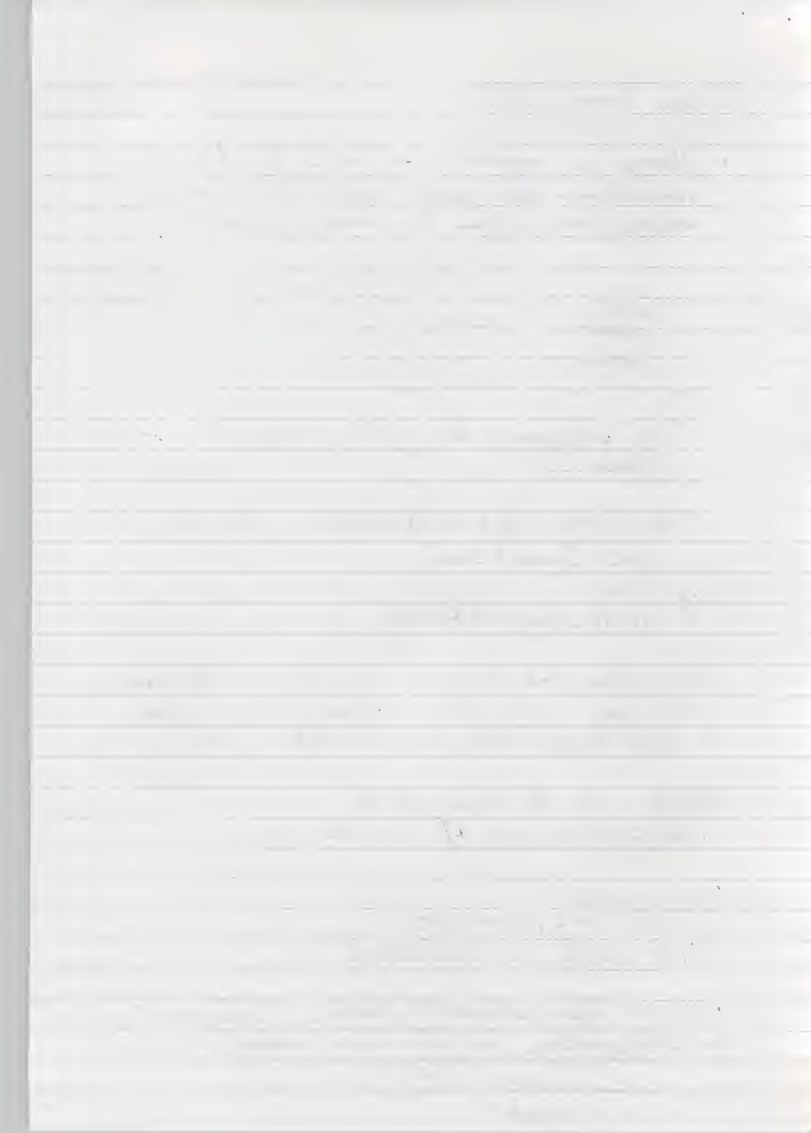
Entrepreneurial -

Re-active not pro-active --- ?

Olivetti people are commercial ---

Olivetti in Japan allowed to develop Turkey support systems for building alloys, ski slopes - doing something in hospitals.

Nor as structured as H-P, (3)  
allows people to be successful...



## Olivetti Service Strategies

- Desktop IT
- Network Infrastructure & Services
- (Carrier) Communications

The latter has two other manifestations - He OHNITEL GSM activity

+ - Telecommunications & Multi-media...

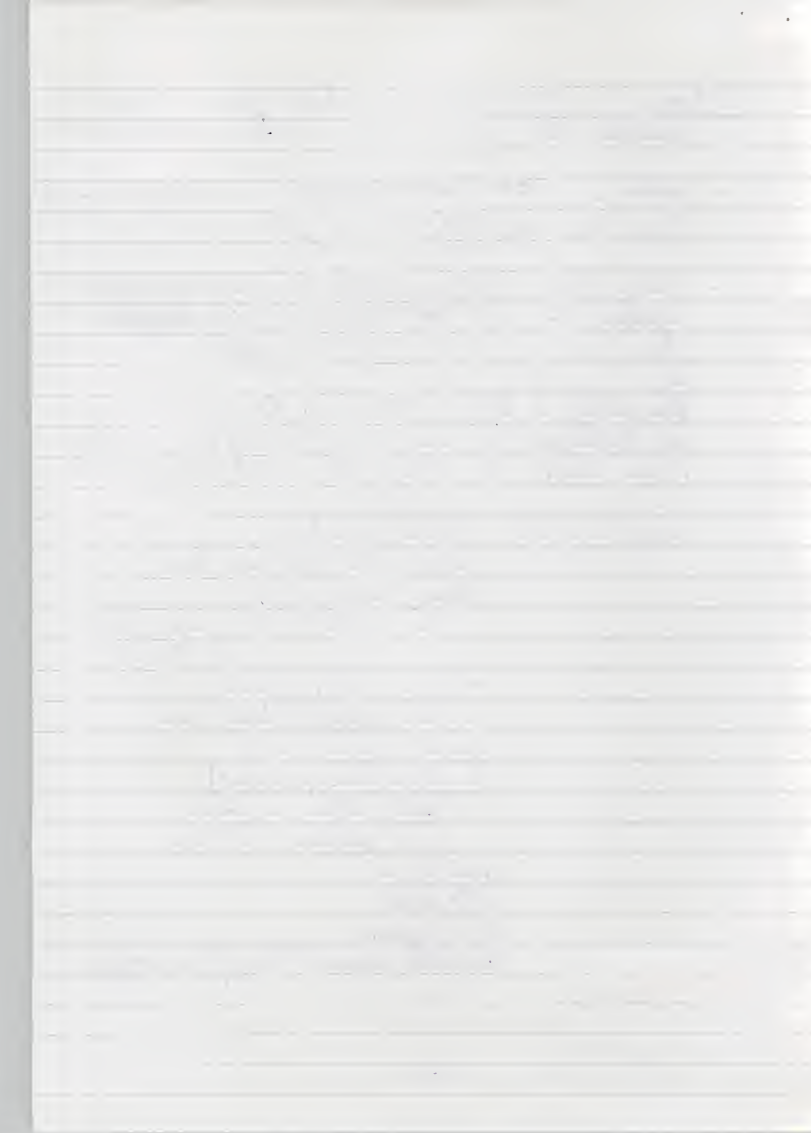
Strategy is GLOBAL, i.e. have just opened an office in China, and have been in Eastern Europe for some time.

- Have been rated top in Desktop services, 2nd in EPS by Dataquest,
- Olivetti now represents 28% of total Olivetti business...
- There are Olivetti represents about the majority of this (say 90%), but there is also
  - SYNTAX that largely does outsourcing in ITALY
  - Elea Training subsidiary ----
  - SIFA ? - a rag-bag of different small activities.



Nedcorp is a big account in South Africa - has an installed base of  $\approx 12 - 15,000$  workstations

- makes  $\approx 1,000$  moves/month (in flight changes!) turns over completely in one year
  - When started Nedcorp thought they had an asset register that was 70% accurate, they ~~thought~~ found it only to be 30% accurate.
  - Previously it took 4-6 weeks to introduce a new terminal (PC) and associated software - this is now down to 3 days (the contract demands it)
  - Contract involves bonded warehouse, setup centre (s/w pre-load) change management
    - branch to store and back to branch.
    - manage asset registers
    - on-line link to input orders
    - manages procurement (configuration provided)
    - pick from warehouse + purchase to order.
    - install it
    - help desk
    - s/w support
    - complete responsibility for recovery.
- \$/annum.



Terry thinks many other vendors (eg. HP) are only now facing the problems dealt with 5-years ago ~~by~~ Olivetti, i.e. supplying other people's kit....

---

CODELCO a similar example to Nedcor in Chile, uses financial options.

Swiss Railways - also an Olivetti support contract, interesting perspective - each station has its own unique timetable - it needs to fit in / correspond to central d/t.





Oliseuse believe their weakness is - not having sufficient access to enough senior people -  
They are recruiting more roles people and planning marketing initiatives to reach them \*

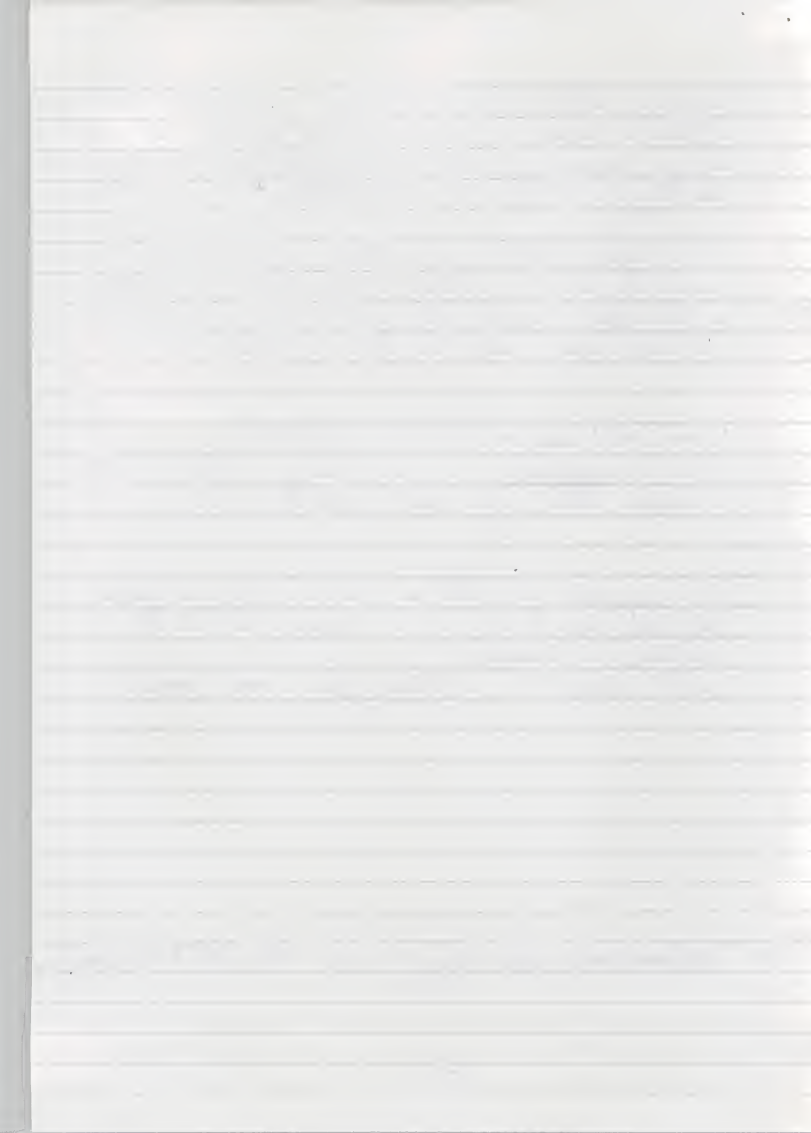
Need high potential recruitment programme - to support a central selling unit based in IVREA + head office developing quantitative + qualitative tools to improve the development of contacts.

Ivrea is not meant <sup>to be</sup> a holder of initiatives  
it is a megaphone - sets strategy, but tactical initiatives come from the customer base ----

$\Delta$  of approach for SUN - because they don't deliver the service has to be defined.  $\therefore$  do not adapt to customers  $\Delta$  demands  
- HP - Digital structured offers - not responsive.

\* Informational networking (à la AT&T Bell Labs example.)

(7)



Alan Watson - ~~an~~ a senior manager in (P)

divetti UK had a saying :

The answer is never NO it is always YES  
The ? is how.

---

The <sup>user</sup> ~~market~~ wants simplicity - but the ~~market~~ industry provides/delivers product complexity

- if we had been more user oriented users would have had cheaper computing - - -

1. *General* - The following information is for your information:

2. *Subject* - The subject of this report is the

3. *Source* - The source of this information is

4. *Summary* - The summary of this report is

5. *Conclusion* - The conclusion of this report is

6. *Recommendation* - The recommendation of this report is

7. *Remarks* - The remarks of this report are

8. *Signature* - The signature of this report is

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## Olivetti culture ---

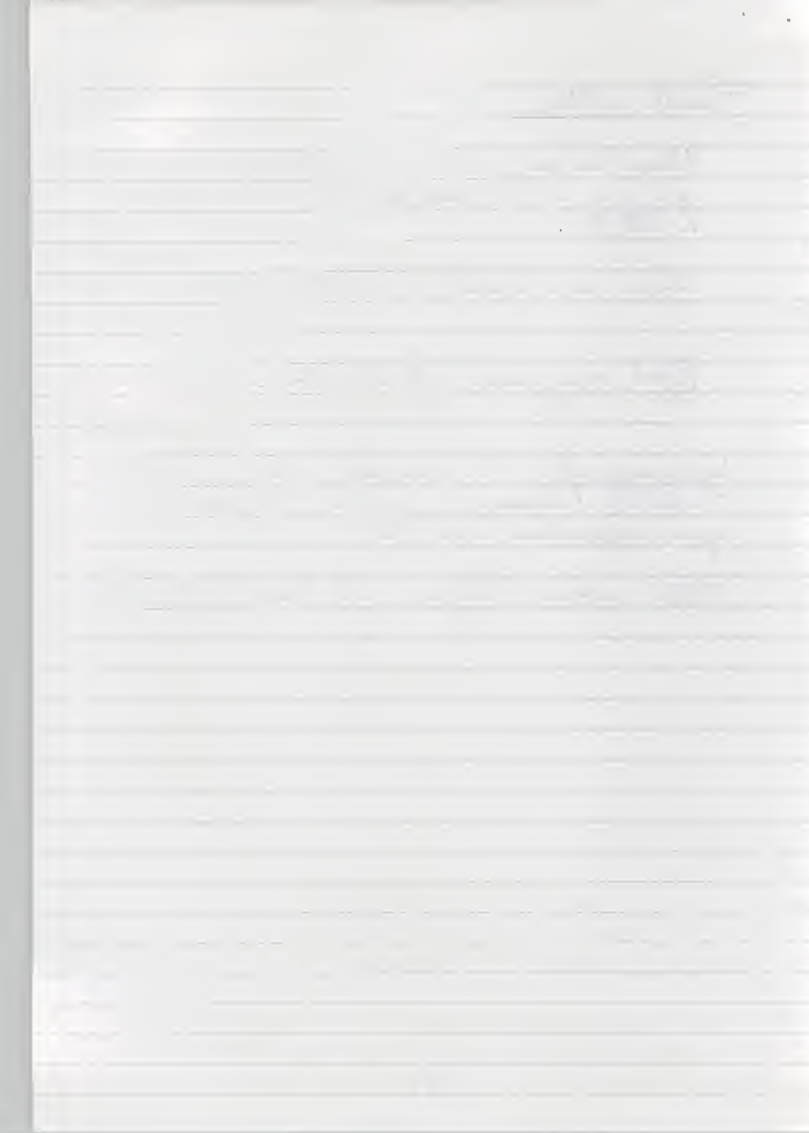
Never had any problems in cultural change to MVS  
did it in the UK over an 18 month period  
in '86/'87.

Whole environment is multi-vendor . . . .

## Project management infrastructure ---orientation

Requirements for Olivetti ~~are~~ is that it needs  
to double revenues in next 3-4 years - will  
require acquisitions to do this.

IVREA defines strategies - subsidiaries supply tactics.



Remote LAN management is key - do it through interlinked service centre

- pro-active
- experts + centres geographically independent
- big problem being addressed is access to expertise / make it geographically independent.

To sell to users who do not understand real support costs - developing a set of sales tools that demonstrate the real cost base of desktop support.

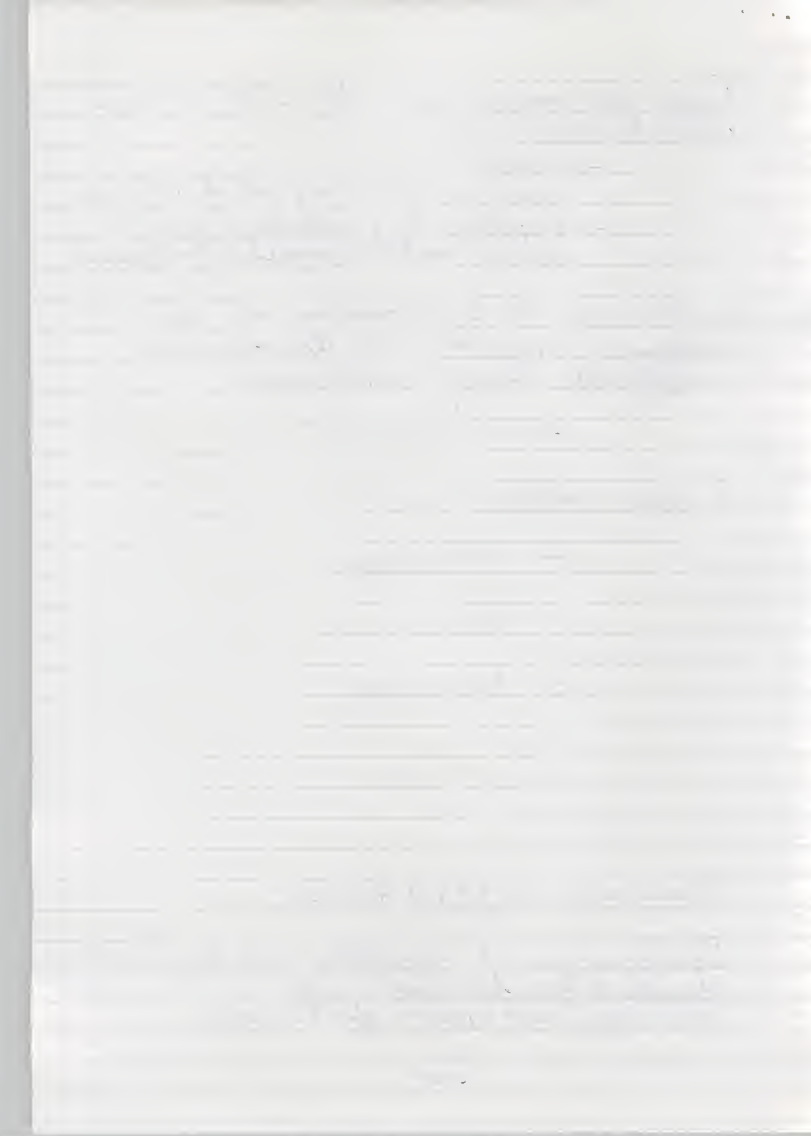
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3 service revolutions

- Technology
- MVS
- Non-ntre.

A service centre costs \$2.5M to setup ...

Big change in personnel expenditures next few yrs - does not appear to have been dramatic so far eg SUN, a touch driver maps unit + provides full service ---





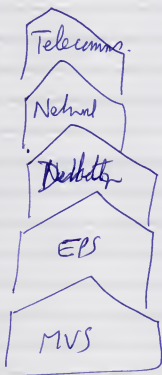
Important not to be scared of supporting the end user,  
doing this for THORN (Rumelabs) - provide basic  
help desk

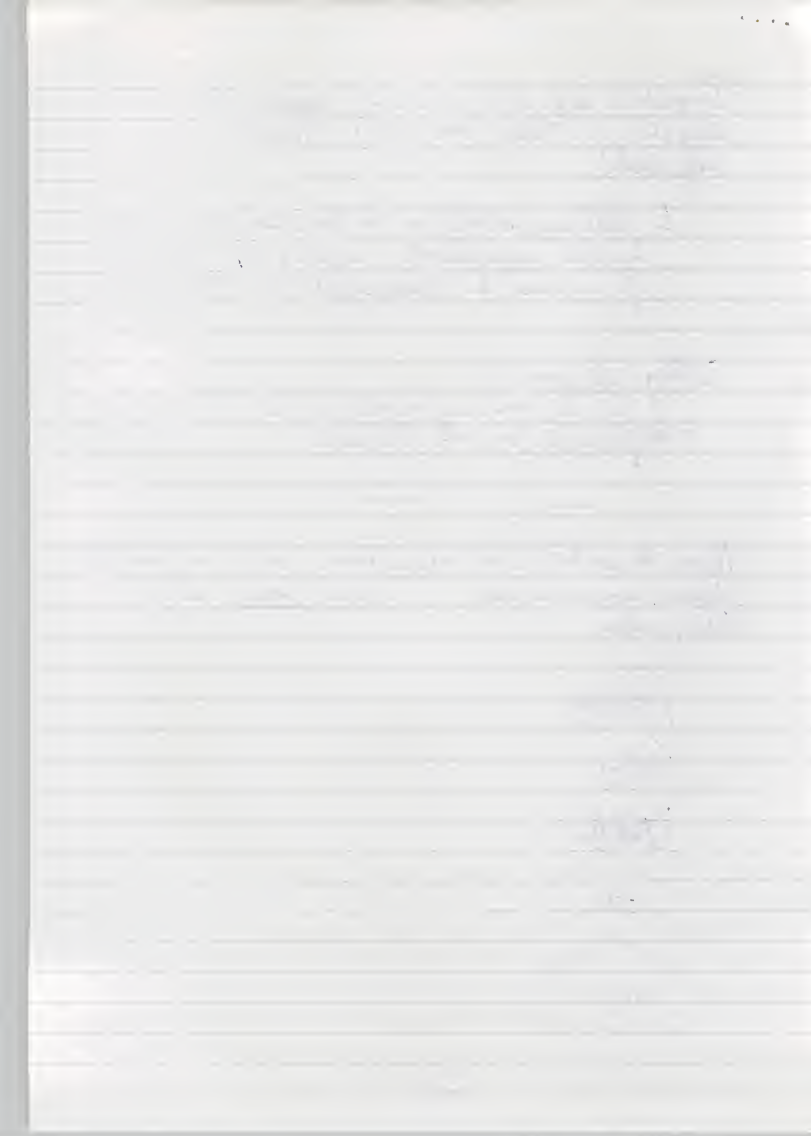
L still some resistance to basic help desk because  
has been unprofitable - competing with free service  
for in house + Independent S/W Firms (ISVs)

Selling S/W products  
— a number of vendors provide 30 day free  
trial of some packages to Corporates.

---

Need to continue to drive down costs as markets  
become commoditised  $\therefore$  a lot of process change  
taking place





B.£

Prediction 1465.5 for FY94 (31.12) 75% in Europe.

Overall performance mainly good in Europe.

Network Services — some reserves are hidden.

Add-ons — where other equipment / boards etc need to be provided.

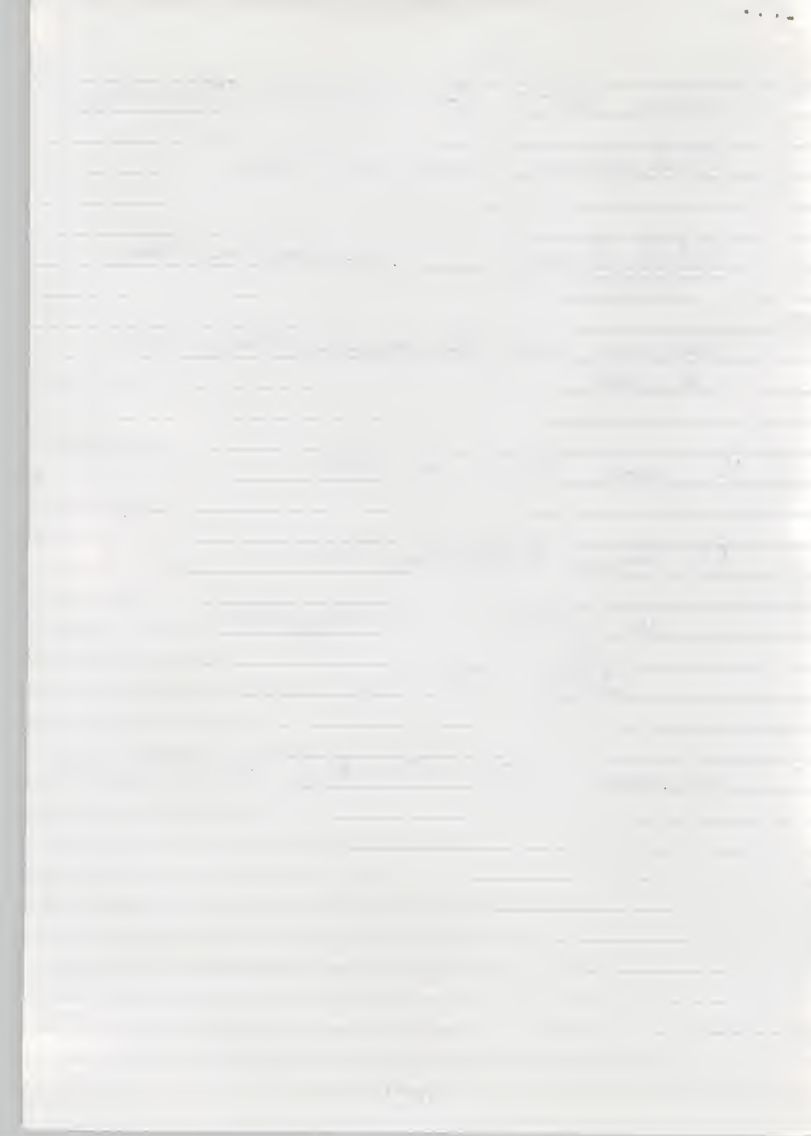
MVS gained 31% in 92/93

New business development (EPS + ??)

UK £55M 32.8 M guilders

Italy 298 B.£

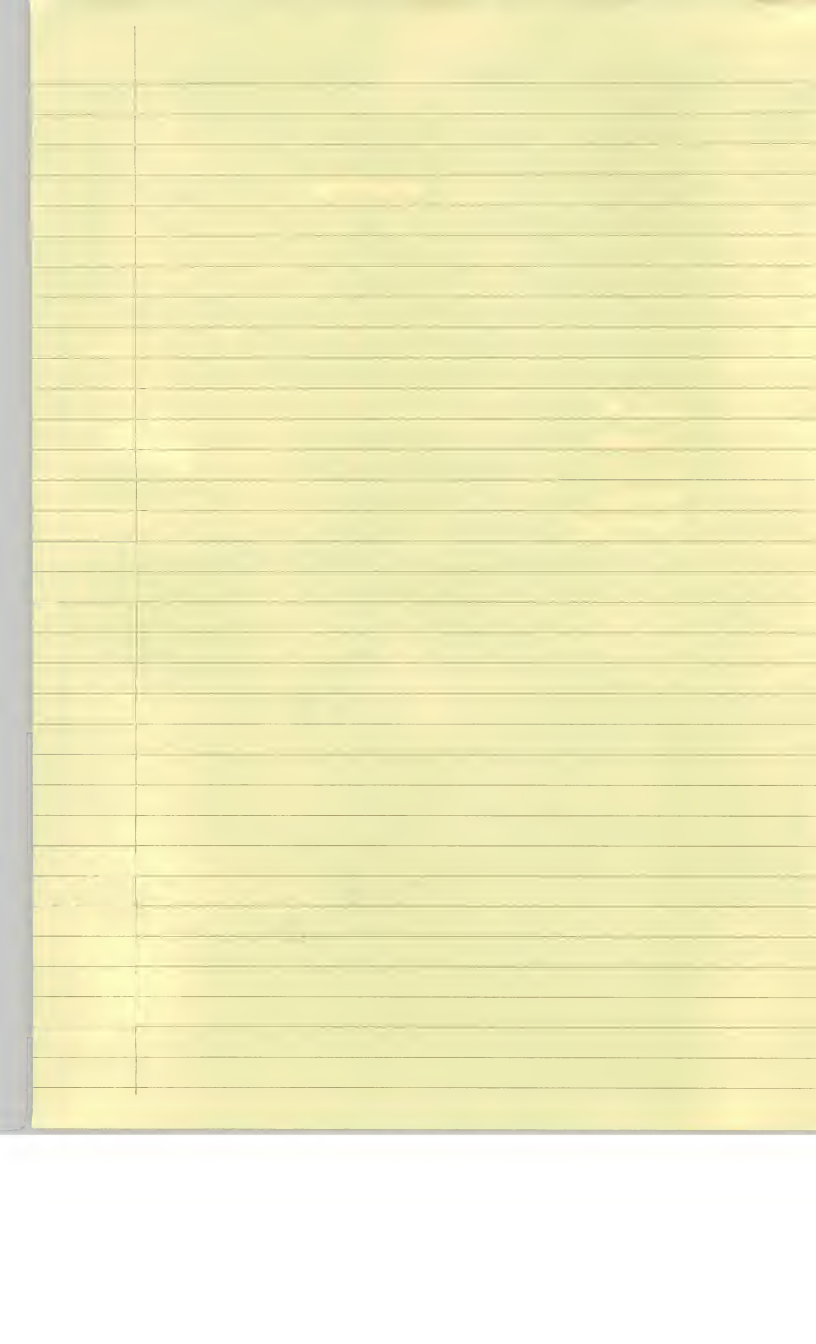
New services 80 - 158 B.£ over 92-94 period.



Mike  
Moms

16.06.94

	EXISTING YDK	NEW YDK	INPUT CSVP		
1	SORBUS	} UPDATE			
2	GETRONICS		✓	✓	
3	THOMAINFOR		✓	✓	
4	OLIVETTI				
5	GRANADA		✓	✓	
6	HDS/ISL				
7	ECONOLON (ECS)				
8	CONHA		✓	✓	
9	ITM		✓	✓	
10	COS		✓		
11		Naxon	✓	✓	
12		ECS			
13		Blackip	✓	✓	
14		LTA			
15		Memorex.			
16			NETWORK VENDOR		
17			"		
18			"		
19			"		
20			"		
21			ACT ?		
22					
23					
24					
ESDs	3½	8½	24		
<u>RESOURCES</u>					
Mike Moms (6)	1½	3½	8	ie. £240/day	
Paul	2½	5	16		
A.N. Other					



## CSPR VENDOR PROFILES:

YD/K IBM:

16.06.94:

- For CSPR Vendor Profiles — produce 24 4page documents.
- For YD/K Produce 5 new profiles and update existing 10 by the end of September.

### Resources Required:

- Paul conducts <sup>(new)</sup> 9 vendor interviews in depth (5 go into network report) — 4 for market — 9 CSVPS are produced.

- Mike Morris does 8 as specified which are YDK

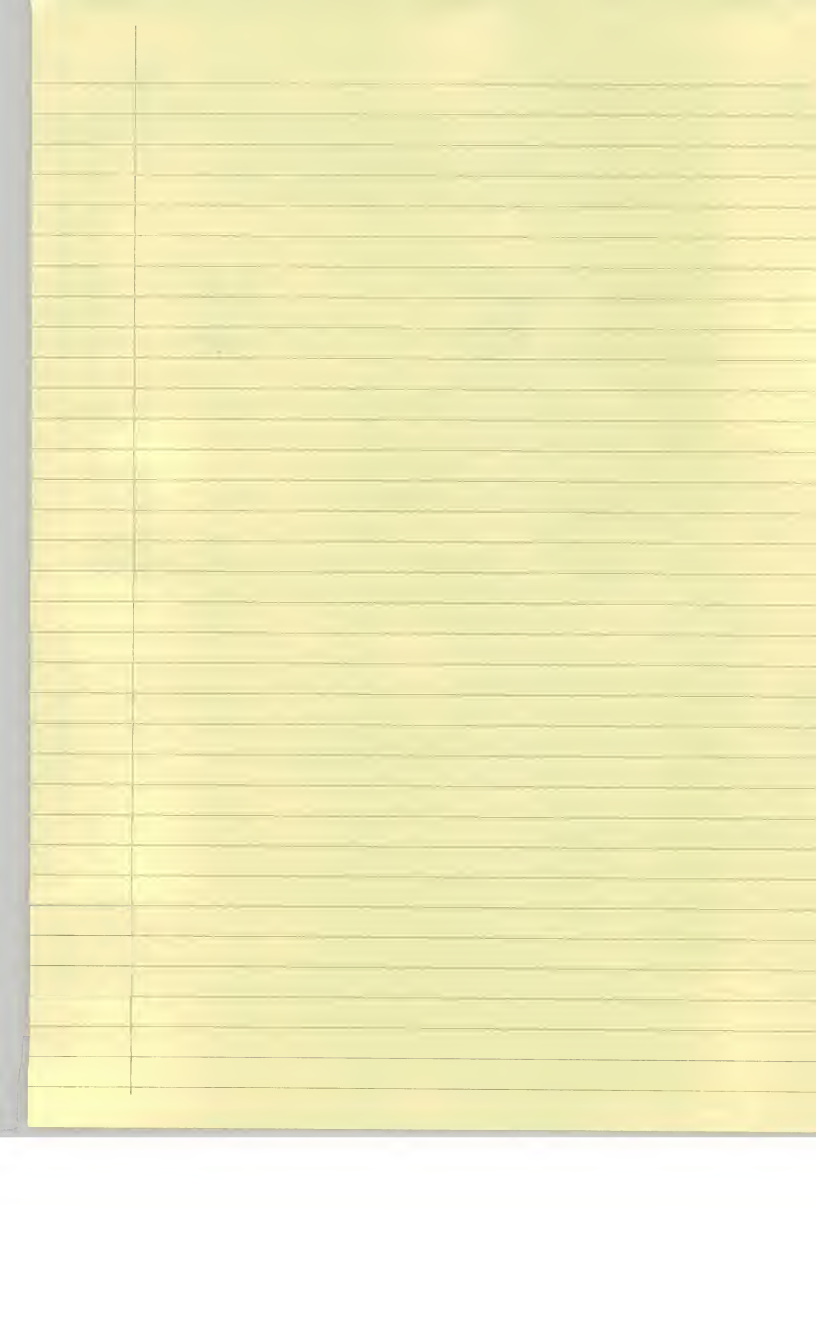
- Mike Morris's 8 are used to produce 8 CSVPS.

### Project Allocation:

CSPR 9 DAYS

YD/K £3,000

CSPR 8 days





ACT

UNISYS Env. series #23

EDS TPD #22

Thommainfor Special #18

Gelionis #15

dehis #11

olivetti #7

AT&T ISkel #5

UNISYS PS #3

ICL PS #1

Hilary Gilfoxy

1 SORBUS ?

2 GRANADA ?

3 HDS/ISL ?

4 ECS

5 COMMA

6 ITM

7 COS

8 UNISYS

9 OLIVETTI

10 GETRONICS

11. TH MAINFOR

12. EDS

13. IBM

14. DIGITAL

15. H-P

16. dehis

17.

Activity

Prog/Proj Cox

1. SORBUS (

2. GETRONICS

3. THOMAINFOR

4. OLIVETTI

5. GRANADA

6. HDS/ISL

7. ECS  
(ECONOM)

8. COMMA (NORSK)

9. (TBD) ITM

10. (TBD) COS

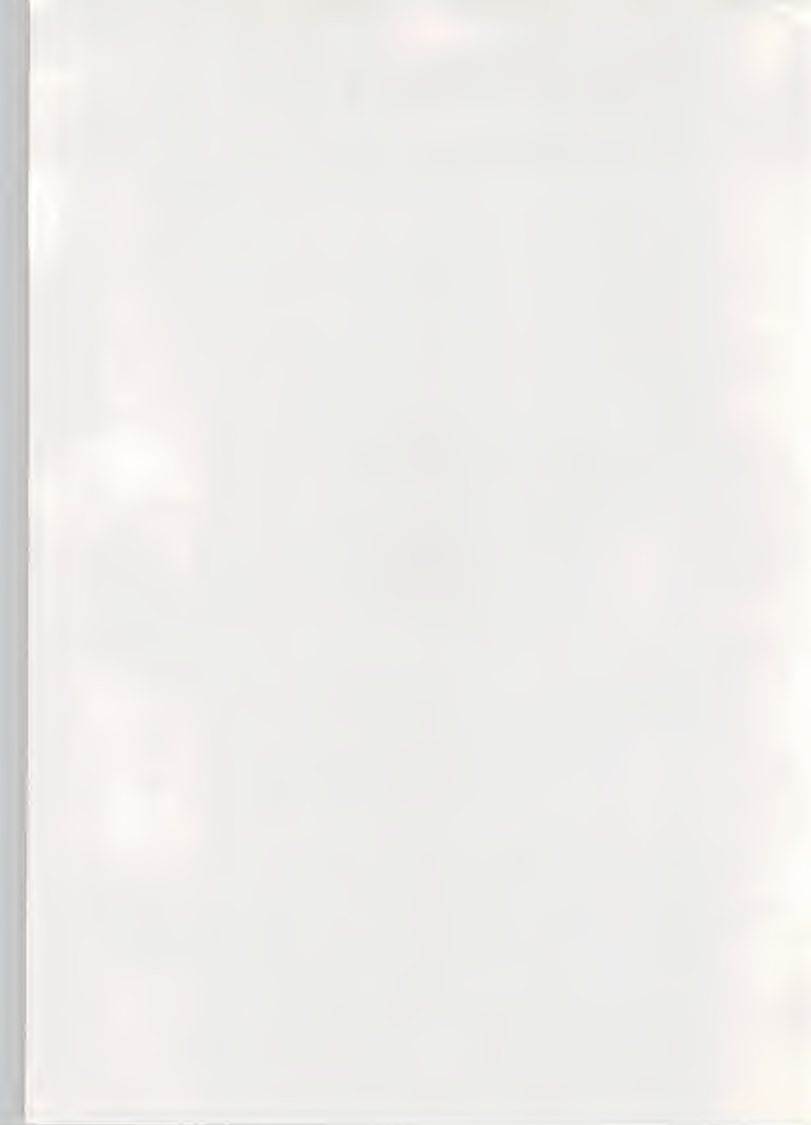
TOTAL

PLG 300/01  
8/22/79

Department: RE

Program/Activity: COM

Date: /





11 Belmore Avenue  
Pyrford  
Surrey GU22 8LN  
Tel: 0483 714964  
Fax: 0483 776396

FAX

Mr. Peter Lines  
Vice President, Europe  
INPUT  
17 Hill Street  
London  
W1X 7FB

10 November 1994

Dear Peter,

Thank you for the cheque - received this morning.

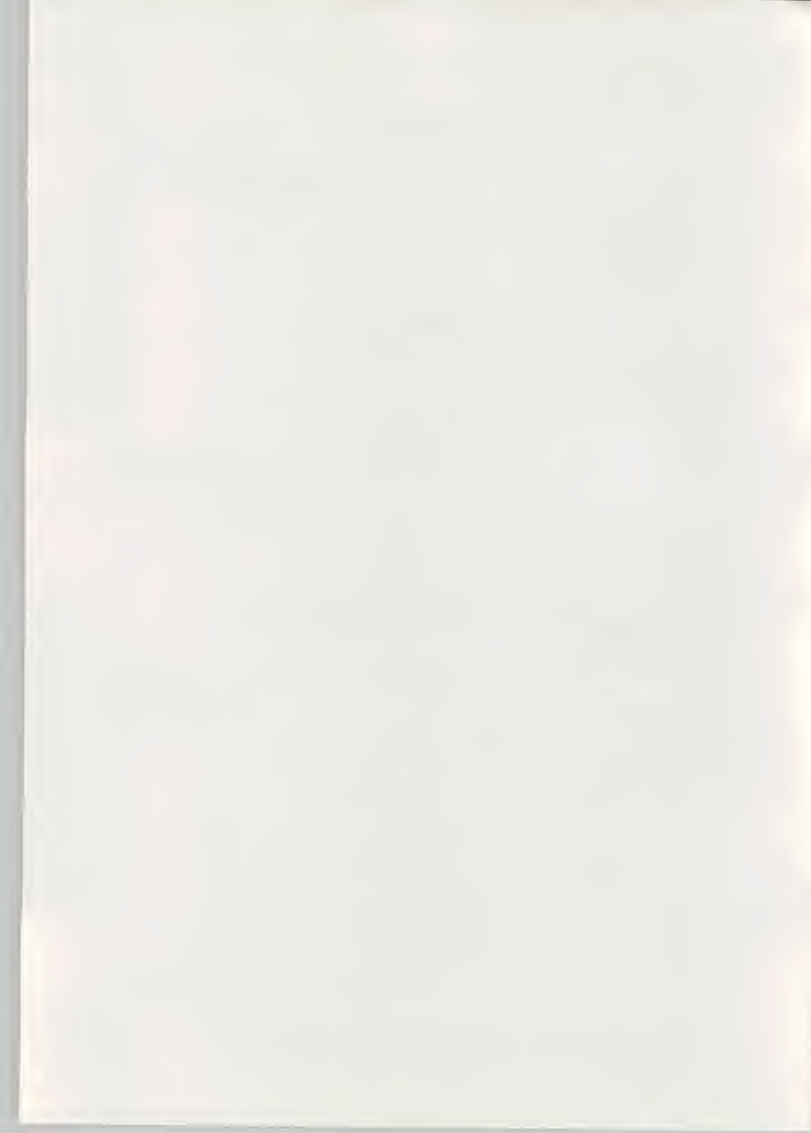
I visited Getronics a fortnight ago, but have little to add to the profile you have received. If you have feedback on any of the profiles, it would be appreciated.

I look forward to your talk at the Datatech conference.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Michael Morris'.

Michael Morris



17-06-94

ACTIONS REQUIRED

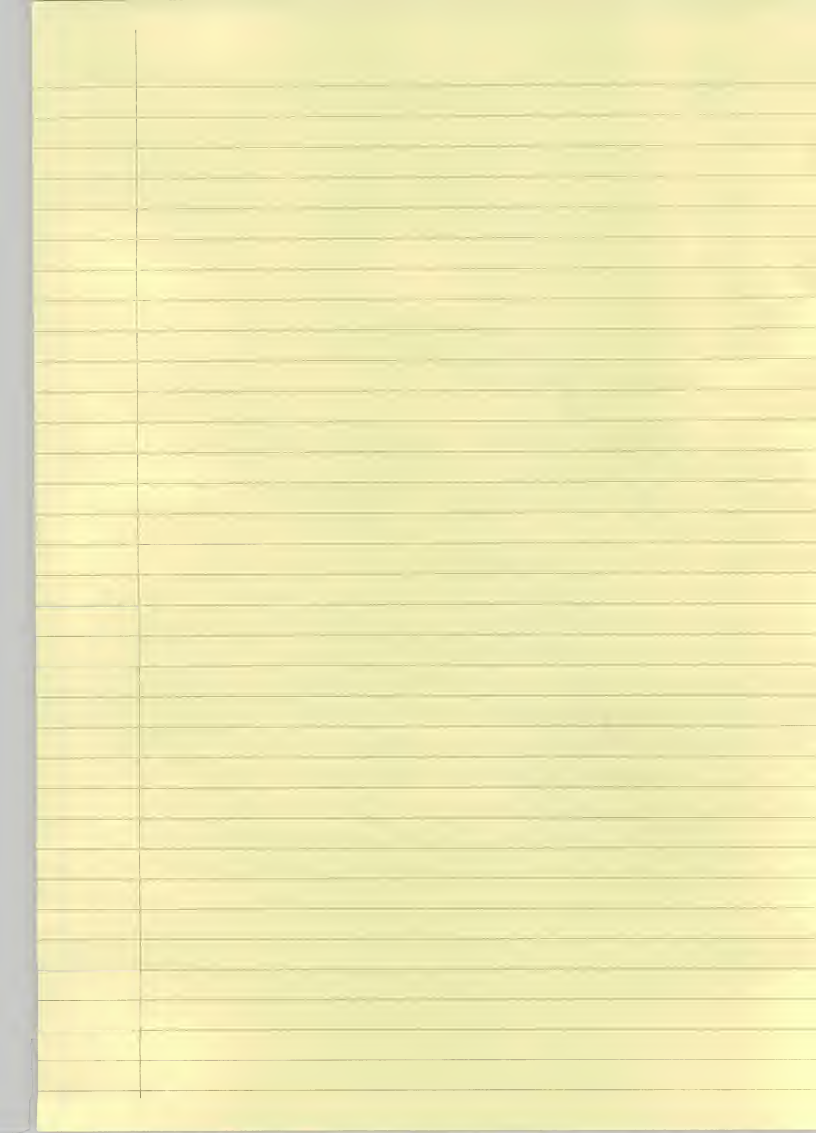
— PROVIDE MIKE WITH DISKETTE WITH PROFILES

[ - COS ✓  
- COMMA ✓ ] } DOESN'T YET HAVE  
HARD COPY

✓ [ GETRONICS ✓  
ITH ✓  
GRANADA ✓  
THOMAINFOR ✓ ] } DOES HAVE  
HARD COPY

— COPY AGREEMENTS

— ANYTHING ELSE ON FILE.



# CMA CONSULTANTS

11 Belmore Avenue  
Pyrford  
Surrey GU22 8LN  
Tel: 0483 714964  
Fax: 0483 776396

Mr. Peter Lines  
Vice President, Europe  
INPUT  
17 Hill Street  
London  
W1X 7FB

5 June 1994

Dear Peter,

It was a pleasure to meet with you again; I hope you had some success on the Wednesday.

Thank you for your facsimile detailing your research requirements and an example of the type of information required.

I should be pleased to provide profiles, in a similar format, of the following companies:

- |   |                 |
|---|-----------------|
| 1. Blue Chip                              | 5. Comma        |
| 2. Getronics*                             | 6. Granada *    |
| 3. ITM *                                  | 7. Nexor        |
| 4. <del>Olivetti</del> COS (agreed 17.06) | 8. Thomainfor * |

for a total fee of £3,000 plus VAT. This charge includes local travel and telephone calls. In the event of other expenditure being required, including international travel, we shall discuss this with you and if approved it is charged at cost.

I foresee no problems meeting your deadline of completion by the end of August, subject to confirmation to proceed within the next 14 days. I look forward to hearing from you.

Yours sincerely,



\* Basic profiles supplied 17.06.94

Michael Morris MBA MCIM  
Director







IT Intelligence Services

17 Hill Street, London, W1X 7FB  
Tel. +44 (0) 71 493-9335  
Fax +44 (0) 71 629-0179

### FAX TRANSMITTAL FORM

Date: June 10, 1994

To: Name: Mike Morris

Tel./Location: 0483-714964

Co.: MA Consultants

Fax No: 0483-776396

From: Name: Peter Lines

Subject: VENDOR PROFILE PROJECT

Page: 1 of 1

File: Chron

Contact

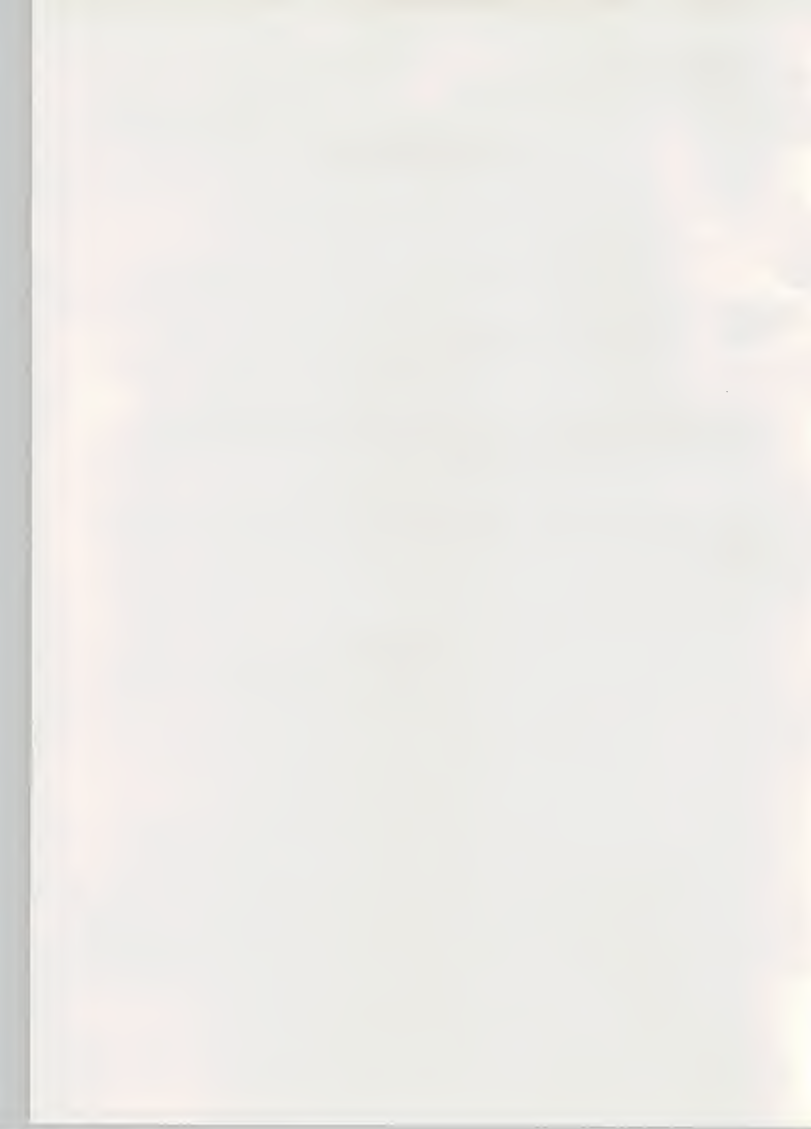
Other:

Mike, Thank you for your letter. I confirm that I want you to go ahead with the work as specified, i.e. to complete the eight profiles defined in your letter at an agreed professional fee of £3,000 excluding VAT.

Please get started as soon as possible. We need to liase regarding existing information and to agree on a project review process. I look forward to working with you on this project.

Regards  
Peter Lines.

9.30am Friday.





IT Intelligence Services

17 Hill Street, London, W1X 7FB  
Tel. +44 (0) 71 493-9335  
Fax +44 (0) 71 629-0179

### FAX TRANSMITTAL FORM

Date: May 31, 1994

To: Name: Mike Morris

Tel./Location: 0483-714964

Co.: MA Consultants

Fax No: 0483-776396

From: Name: Peter Lines

Subject:

Page: 1 of 1

File: Chron

Contact

Other:

Mike, As indicated to you earlier this afternoon I now have pleasure in defining the task we are interested in contracting to you.

The work involves interviewing vendors and collating competitive vendor data into a pre-set format as indicated by the attached example. (Sent under separate cover.) I'm not sure this was the final finished article, but it will give you some idea of the end result we are aiming at.

As already indicated we will provide you with access to our data on the selected companies in order to maximise your efforts in adding to and enriching the data. Naturally there will be a variation in the extent to which data exists depending on the firms selected.

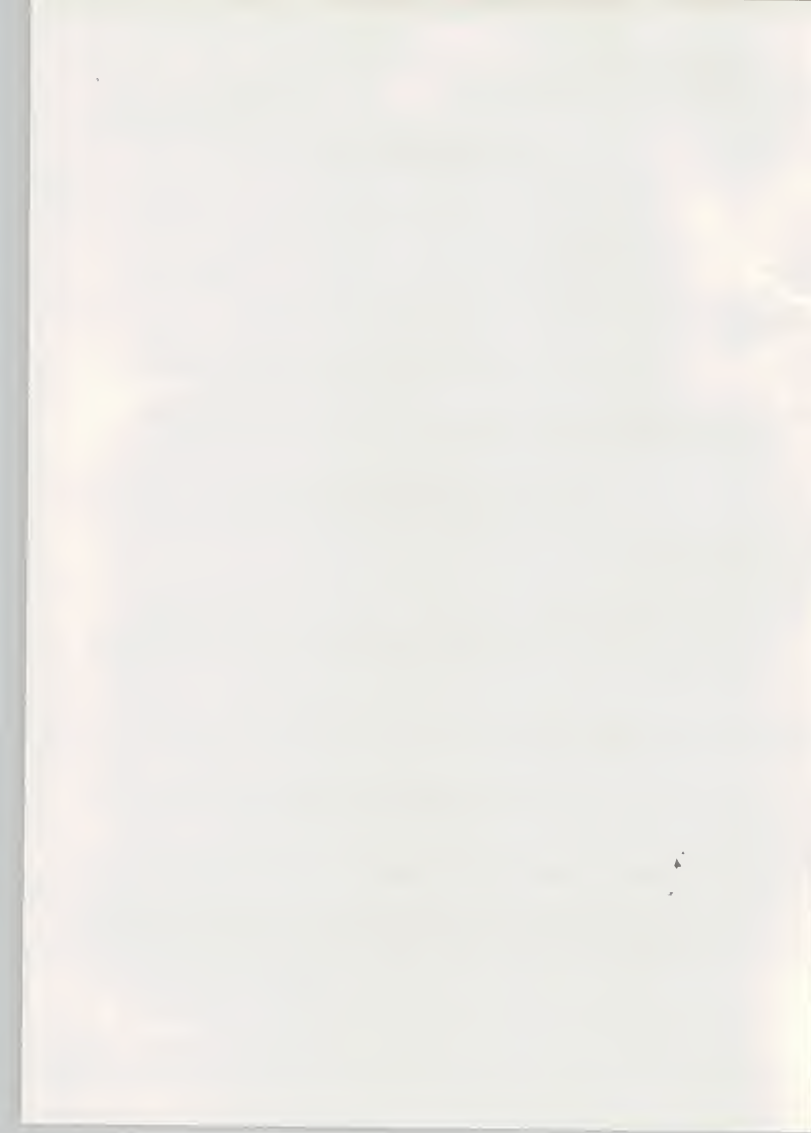
At this stage I am envisaging the production of some 8 profiles by you to be selected and agreed from the following list:

Granada, Olivetti, Nexor, ECS, Comma, ITM, COS, Bluechip, LTA, Memorex, Getronics, Thomainfor.

The time scale is completion by the end of August.

Please give me some indication of the professional fee you would require for this task as soon as possible. I look forward to discussing this with you soon.

*Peter.*



## PROJECT SCHEDULE (Q2-1993)

\*Corporate Week \*\*Ending Date †Working Days: ( ) UK

INPUT\*

Activity	Name	Act. Days	Factor	ESD	APRIL				MAY				JUNE				
					14* 4/9** 5(4)†	15 4/16 5(4)	16 4/23 5	17 4/30 5	18 5/7 5(4)	19 5/14 5	20 5/21 5	21 5/28 5	22 6/4 4	23 6/11 5	24 6/18 5	25 6/25 5	26 7/2 5
A. <i>Interviews + Transcript.</i>	<i>Paul</i>			<i>6</i>											<i>3</i>		
B. <i>Write up as Vendor Profiles.</i>	<i>Paul</i>			<i>6*</i>											<i>2</i>		
<i>* + 2 in Q4</i>				<i>2</i>													
C. <i>External</i> →				<i>23</i>											<i>6</i>		
<i>YNPR</i>																	
D. <i>Edit 2 YDK Profiles</i>	<i>Peter</i>			<i>3½</i>													
E. <i>External</i> →				<i>6</i>											<i>1</i>		
<i>Update activity.</i>																	
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs				<i>46½</i>													
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLG 30003 8/92 (R)

Dept/Proj. Code: \_\_\_\_\_

Activity/Project Name: \_\_\_\_\_

*YNPR + CSPP VP*

Prepared by: \_\_\_\_\_

*Peter Lines.*

Proj. Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_



## PROJECT SCHEDULE (Q3-1993)

\*Corporate Week \*\*Ending Date †Working Days; ( ) UK

INPUT\*

PROJECT SCHEDULE (QS-1770)

					Corporate week				Ending Date				Working Days, (Y) SR				
Activity	Name	Act. Days	Factor	ESDs	JULY				AUGUST				SEPTEMBER				
					27* 7/9** 4(5)†	28 7/16 5	29 7/23 5	30 7/30 5	31 8/6 5	32 8/13 5	33 8/20 5	34 8/27 5	35 9/3 5(4)	36 9/10 4(5)	37 9/17 5	38 9/24 5	39 10/1 5
A.	Paul				— 3 —												
B.	Paul				— 2 —									— 2 —			
*+2 in Q4.																	
C. External →					— 7 —				— 5 —				— 5 —				
D.	Peter				— 1 —				— 1 —				— 1½ —				
E. External →					— 2 —				— 1 —				— 2 —				
TOTAL PLAN SR.																	
TOTAL PLAN RA																	
TOTAL PLAN ESDs																	
TOTAL SPENT SR.																	
TOTAL SPENT RA																	

PLS 20003 8/27/71

Dept/Proj. Code: \_\_\_\_\_ Activity/Project Name: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Proj. Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Page \_\_\_\_ of \_\_\_\_





Service  
Management

1). GRANADA: PROFILE1.DOC

YD/K

NUGRNDA.DOC

? # of offices in US

- Section 4 ~ add something to services strategy.
- Systems availability management initiative not mentioned before section 7.

2) OLIVETTI PROFILE2.DOC

GUIDE

3) THOMAINFOR PROFILE3.DOC

4) GETRONICS PROFILE0.DOC

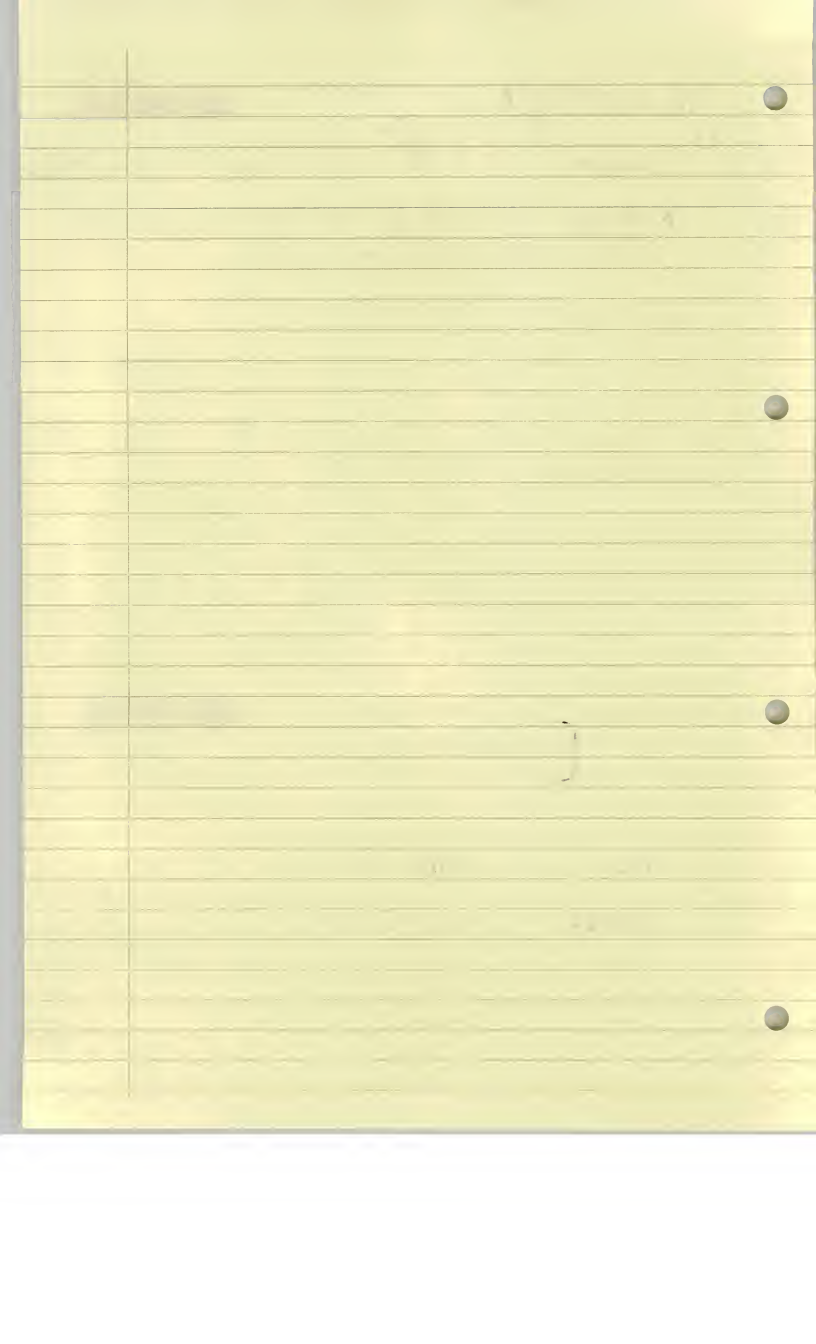
5) HITACHI HDS1.DOC

NUHDS.DOC

[Reverse # p3.]

HDS NUHDS.DOC

GRANADA NUGRNDA.DOC



## CONTACT REPORT

Non Client/Prospect File: ☐ Media ☐ Financial ☐ Other \_\_\_\_\_

INPUT

Staff: Init. usc Init. ux ☐ INPUT office ☐ Client Office ☐ Other \_\_\_\_\_Contact Date: 8/11/94Date Written: 8/11/94

Company <u>Bm Europe</u>	DISTRIBUTION:			Prog./Proj. ID _____
Name <u>Claudia Behrent</u>	Action <u>pc</u>	Info.	By When	Describe Action-F/U <u>As call.</u>
Title				
Address				
Phone: ( <u>33</u> ) <u>149-059642</u>				
Fax: (     )				

Peter,

Claudia has some problems with profiles that have been passed on from Ann Jenner (YDF).

I have just faxed her some info. on Grenada, Sorbus, Tromcifer by way of clarification. However, I think she wants to talk about the profiles generally. Some she says, were out of date.

bit awkward - she's at Paris client meeting tomorrow!

I think she'll call you. But this is just a reminder.

☐ Continued over

☐ Update    ☐ Correction    ☐ Deletion    ☐ Addition\*    Serial Number: \_\_\_\_\_

## U.S. COMMERCIAL

## 1. TYPE

☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter

## 2. LEVEL

☐ Executive   ☐ Manager   ☐ Analyst   ☐ Acquisition   ☐ International   ☐ Other

### 3. INTERESTS

☐ C/S   ☐ Computer Systems   ☐ Networks   ☐ EC   ☐ Information Services —  
☐ EIS / CIS / Multimedia   ☐ Other   ☐ Software Products

☐ Industry \_\_\_\_\_

U.S. FEDERAL

☐ MMAR   ☐ FPAP   ☐ FPAW   ☐ FPFA   ☐ Other

## EUROPE

☐ CSPP ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

\* No names will be added without a completed change order and program manager approval.

### Program Manager Authorization

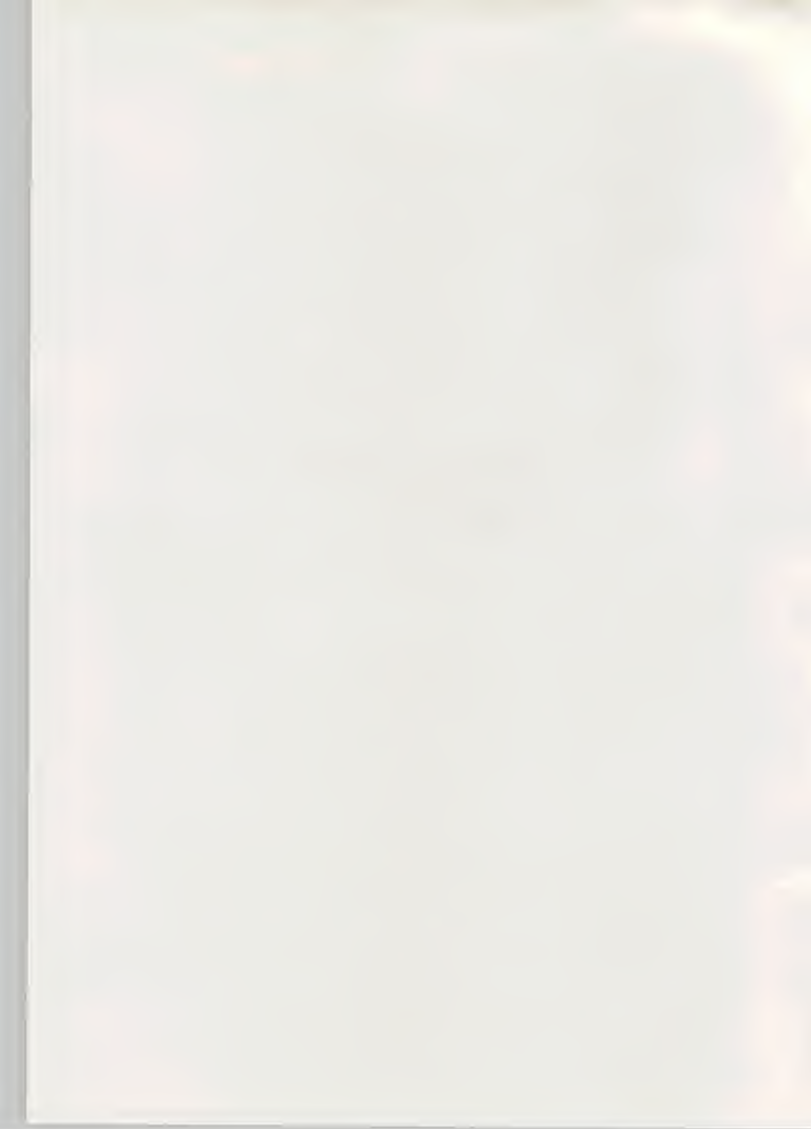
## CONTACT REPORT

Continuation

Company

Name \_\_\_\_\_

EXISTING YDK		NEW YDK	
1	SORBUS	} UPDATE	PC
2	GETRONICS		Complete.
3	THOMAINFOR		Complete.
4	OLIVETTI		PL
5	GRANADA		Complete.
6	HDS/ISL		HG
7	ECONOCOM (EC)		PC/HG
8	COMMA		Complete.
9	ITM		Complete.
10	COS		Complete.
11		Naxon	Complete.
12		ECS	HG
13		Bleedip	Complete.
14		LTA	HG
15		Memorex	HG



**FAX TRANSMITTAL FORM**

Date: September 3, 1994

To: Name: Hilary Gilfoy

Tel./Location: 0858-880687

Co.: Adium Associates

Fax No: 0858-880687

Page: 1 of 2

From: Name: Peter Lines

Subject:

File: Chron

Contact

Other:

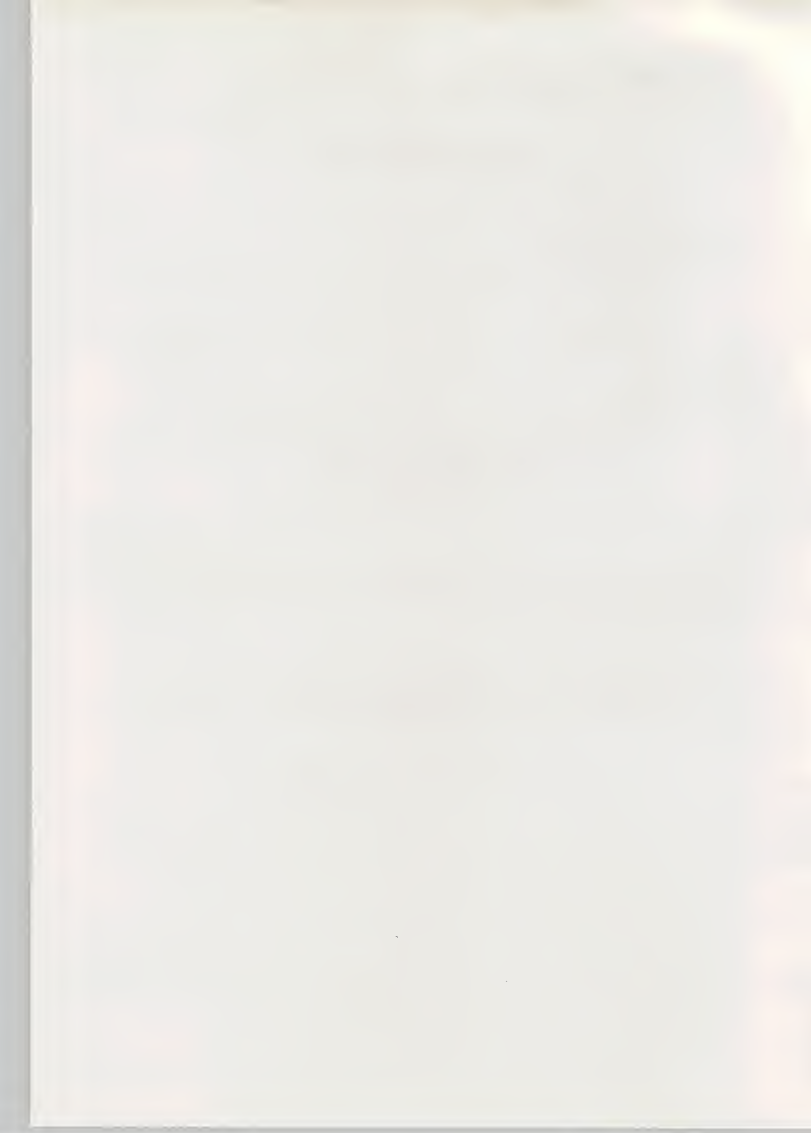
Hilary, I will send the contract forms and copies of existing profiles by mail. Below is some information concerning the new firms to be profiled.

ECS has a Paris address, Phone 010-33-1-45 92 14 32 Fax 45 92 84 16, D&B listing attached.

The only reference I have regarding LTA appears to be a subsidiary company, hopefully they are related and you can track them from this, Phone 010-33-1140 10 14 13.

Memorex in the UK is as on the attached, but you need to track through to the European Headquarters since all these profiles need to be done from a European perspective.

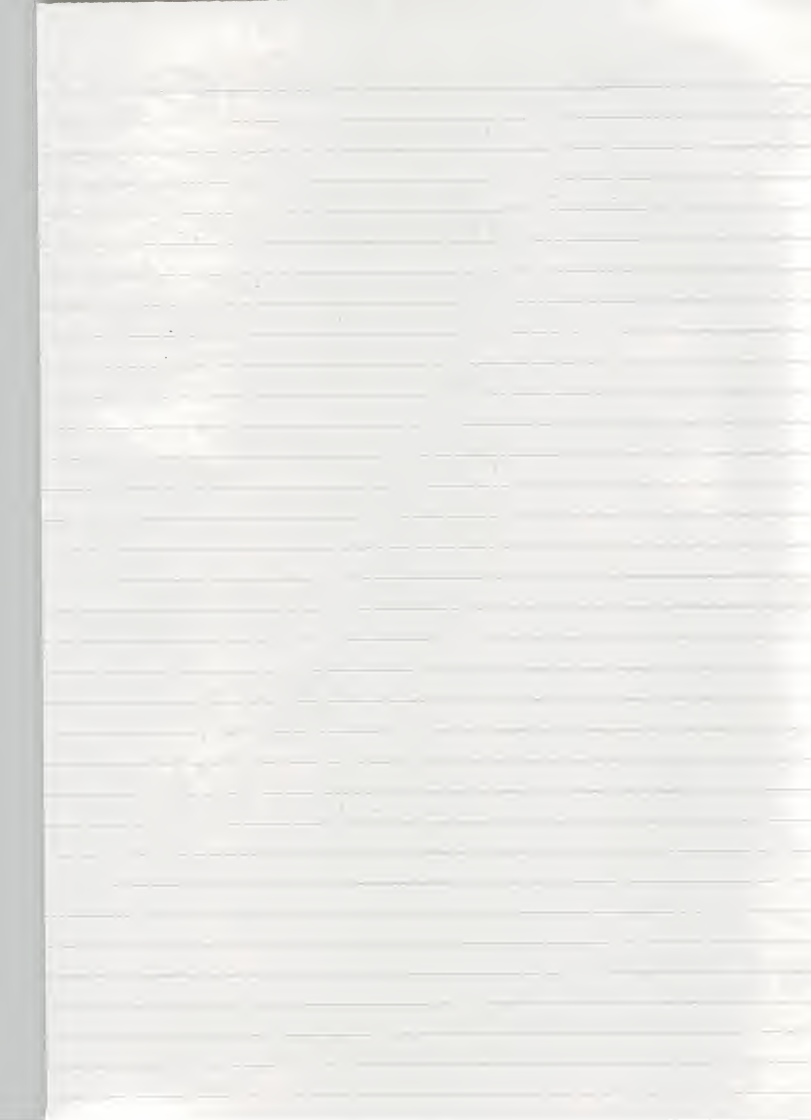
*Regards**Peter**Posted 0609.*





## CHECK LIST OF TABLES / FIGURES.

- |            |   |                                      |   |
|------------|---|--------------------------------------|---|
| SORBUS     | • | Product Groups.                      | ✓ |
| THOMAINFOR | • | Table 3. - Revenues.                 | ✓ |
|            | • | Figure 1. - Revenues/country.        | ✓ |
| COMMA      | • | Figure 1. - Organisation.            | ✓ |
|            | • | Table 2. - Financial Details.        | ✓ |
|            | • | Figure 2. - Revenue/country.         | ✓ |
|            | • | Table 3. - Sources of revenues.      | ✓ |
| GETRONICS  | • | Figure 1. - Organisation.            | ✓ |
|            | • | Figure 2. - SI + Services.           | ✓ |
|            | • | Figure 3. - Employees/sector.        | ✓ |
|            | • | Table 2. - Financial details.        | ✓ |
|            | • | Figure 4. - "                        | ✓ |
|            | • | Figure 5. - Gross profit/sector.     | ✓ |
|            | • | Table 3. - System + Services Rev/GP. | ✓ |
| GRANADA    | • | Table 2. - Staff levels.             | ✓ |
|            | • | Table 4. - Financial performance.    | ✓ |
| ITM        | • | Table 1. - Financial Perf.           | ✓ |
|            | • | Figure 1. - Revenue Growth.          | ✓ |



Thomair	Staff	Rev.	Countries	* 5.9
	1268	890 MF	F	150.1
	97	65	D	11.0
	63	35	E	5.9
	52	40	B	6.8
	39	32	A	5.4
	29	24	CH	4.1
				<hr/> 183.3

Nagar	Countries	Staff	Rev. (\$)
	S	300+	35.7
	Dk	45	6.5
	N	38	5.1
	SF	47	4.9
			<hr/> 52.2

Bluechip	Countries	Staff	Rev.	* 267.6
	GB	59	} 6 million	
	P	9		
	Sri Lanka	5		

Getronics	Countries	Staff	"Inter Co." Staff	Rev.	* 1.94
	NL	910	143	} 1302 ppl.	
	B	98	708		
	Dk	15			
	D				
	N	132			
	E	52			
	S				
	GB				

COS	Countries	Staff	Rev.	* 1.39
	CH. (+D)	?	8 M CHF.	= 5.76



Granada:	Country	Staff	Rev. (\$M)	\$
	GB	956	64.7	95.7
	B	65	5.3	7.8
	F	97	7.1	10.5
	D	137	9.6	14.2
	I	90	8.1	12.0
	NL	83	7.1	10.5
	E	115	8.2	12.1
	S	21	2.9	4.3
	CH	58	5.0	7.4
	<del>BLWA</del>	195	12.8	18.9
	<del>USA</del>			
	CDR	63	10.2	193.4
	DPCR	18	4.1	15.1
	Other.	172	0.8	6.1
				1.2

COMMA	Country	Staff	Rev. (M Nok)	\$
	N	322	493	65.6
	Dk	60	63	8.4
	S	70	61	8.1
	SF			
	GB	398	174	22.7
	Fin	9	23	3.1
	USA			107.9

ITM France	Country	Staff	Rev. \$M
	F	154	17.9
	GB	254	3.5
	B	6	1.3
			22.7



# Exchange Rates

5.9	F
x 1.74	D
0.676	£
1.71	I
1.94	NL
36.15	B
142.92	E
1.39	CH
12.17	A
8.34	S
6.79	DK
7.52	N
5.79	SF
0.71	ire
176.7	P
249.35	G
1	





# HEADLINES

~~offer non-fixed term contracts.~~

Bluechip gain Competitive Advantage  
by offering Free ~~cost of labor~~ cover

Geonics Offer Unlimited ~~Expense~~ ~~St~~ Breadth  
of Skill + Expertise in Desktop TPM

\* Granada - Largest Independent TPM in Europe.  
(But only  $\times 1/3$  of total Group.)

COMMA Data Service AS - A sizeable + growing  
TPM Player

DTM France SA - A Sound Quality Philosophy  
& Culture

COS - Concentrating 1A Effort in  
L. German Speaking TPM Market

5755  
1.39) 8.00  
6 95  
1050  
9 73  
770 250



2 end October :

sent on  
diskette  
01.11.94  
= diskette  
on disk. (Paul).

EXISTING YDK

NEW YDK

INPUT CSVP

1 SORBUS

2 GETRONICS

3 THOMAINFOR

4 OLIVETTI

5 GRANADA

6 HDS/ISL

7 ECONOCOM (ECS)

8 COMHA

9 ITM

10 COS

UPDATE

still charging  
201.11.94

Noson

ECS

Bleedip

LTA

Memorex.

Have updated version

MM disk.

MM disk

MM disk

Hilary Disk - W. Papp.

MM disk.

MM disk.

MM disk.

MM 2nd disk.

Hilary Disk - W. Papp.

MM disk.

Hilary Disk - W. Papp.

- meeting notes only.

NETWORK VENDOR

"

"

"

"

ACT ?

sent Feb 95.

BIDS

3½

8½

24

RESOURCES

M. Morris (6)

1½

3½

8

Paul

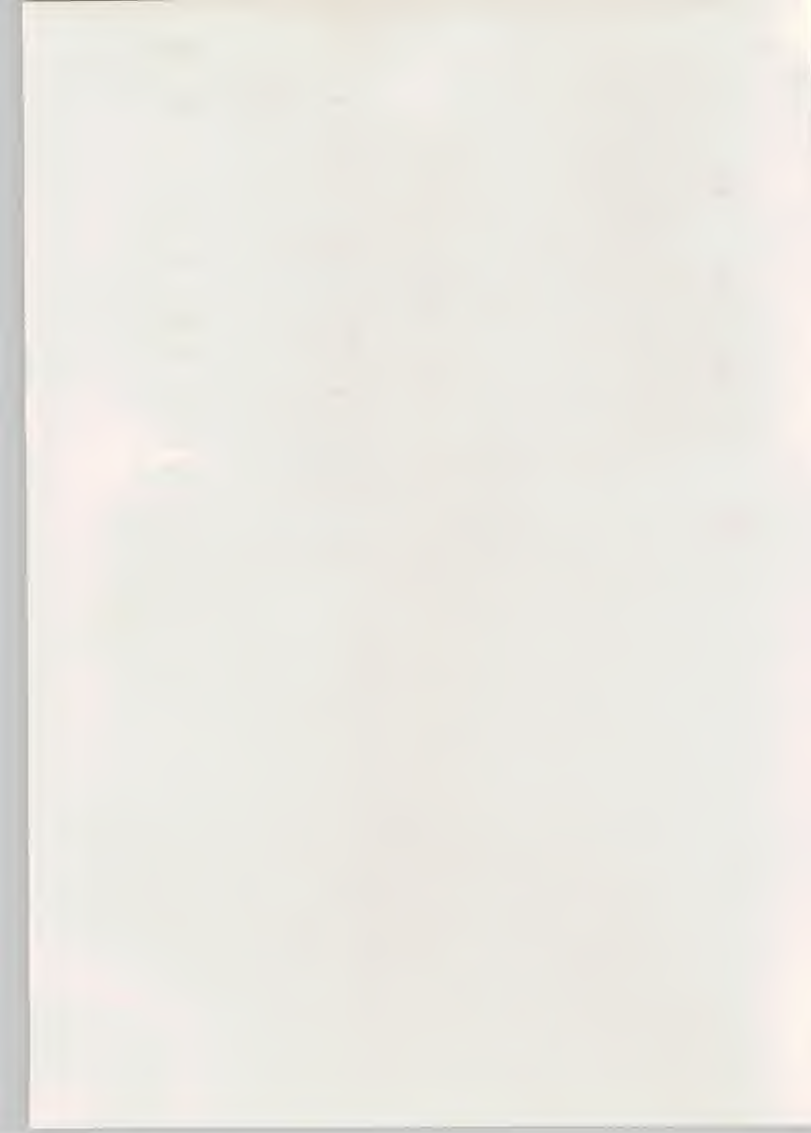
A. M. O'Han

2½

5

16

i.e. £240/day



ECS.. #12.

search results for  
ECS #12

File 521:D&B-Eur.Dun's Market Identifiers(R) 1994/Q3  
(c) 1994 Dun & Bradstreet  
Set Items Description

checked ECS (holdings) Ltd and  
ECS AG but both are  
Swiss companies.

?e co = ecs

Ref Items Index-term

E1	1	CO = ECRU TRADING LTD
E2	1	CO = ECRUCIL-EMPREENDIMENTOS DE CONSTRUCAO CIVIL LD
E3	0	*CO = ECS
E4	1	CO = ECS (HOLDINGS) LTD
E5	1	CO = ECS AG
E6	1	CO = ECS BUERO-UND DATENTECHNIK HANDELSGMBH
E7	1	CO = ECS CAR STYLING AG
E8	1	CO = ECS COMPUTER SA DEPOT
E9	1	CO = ECS COMPUTERVERTRIEB GMBH
E10	1	CO = ECS COOPERATION SERVICES GMBH
E11	1	CO = ECS DEUTSCHLAND GMBH
E12	1	CO = ECS DIFFUSION
E13	1	CO = ECS DIFFUSIONE ITALIA SPA
E14	1	CO = ECS EDELSTAHL-CENTER SAAR GMBH
E15	1	CO = ECS EDUCATIONAL COPY SYSTEMS ANPARTSELSKAB
E16	1	CO = ECS EHREMANN CATERING SERVICE GMBH
E17	1	CO = ECS EINKAUFSCENTER AG
E18	1	CO = ECS ELECTROMECH CONTROL SYSTEMS
E19	1	CO = ECS ELECTRONIC COMPUTER SERVICE HAMBURG GMBH
E20	1	CO = ECS ELECTRONIC CONSTRUCTION SERVICE GMBH & CO
E21	1	CO = ECS ELECTRONIC CONTROL SYSTEM SA
E22	1	CO = ECS ELECTRONIC CONTROL SYSTEMS SPA
E23	1	CO = ECS ELEKTRONIC COMPONENTS UND SYSTEMS GMBH
E24	1	CO = ECS ELEKTRONIC-COMPUTER-SERVICE GMBH

no record for ECS

'Paris'

?e co = societe g\*

Ref Items Index-term

E1	1	CO = SOCIETE FRANCOIS ET FILS SCRL
E2	1	CO = SOCIETE FRIGOCCASION
E3	0	*CO = SOCIETE G*
E4	1	CO = SOCIETE GARAGE DU PALAIS
E5	1	CO = SOCIETE GENEIS FINANCIERA
E6	3	CO = SOCIETE GENERALE
E7	1	CO = SOCIETE GENERALE (NOMINEES) LTD
E8	1	CO = SOCIETE GENERALE AGENCE AMSTERDAM
E9	1	CO = SOCIETE GENERALE ALSACIENNE DE BANQUE SA
E10	1	CO = SOCIETE GENERALE ALSACIENNE DE BANQUE SA DE DR
E11	3	CO = SOCIETE GENERALE ALSACIENNE DE BANQUE SOGENAL
E12	1	CO = SOCIETE GENERALE ASSET MANAGEMENT LTD

3/5/1

DIALOG(R)File 521:D&B-Eur.Dun's Market Identifiers(R)  
(c) 1994 Dun & Bradstreet. All rts. reserv.

08248634

SOCIETE GENERALE  
29 BLVD HAUSSMANN  
PARIS, 75009  
FRANCE

-parent company of ECS

STATE/PROVINCE: VILLE DE P  
CONTINENT/REGION: EUROPE



TELEPHONE: 140982000  
BUSINESS: FDRL RSRVE BANKS  
PRIMARY SIC: 6011 FEDERAL RESERVE BANKS

LATEST YEAR ORGANIZED: 1864

EMPLOYEES HERE: NA  
EMPLOYEES TOTAL: 45,100  
SALES (LOCAL CURRENCY): NA  
SALES (U.S. CURRENCY): NA  
THIS IS:

A SINGLE LOCATION  
THE ULTIMATE LOCATION  
IN THE EUROPEAN ECONOMIC COMMUNITY (EEC)

DUNS NUMBER: 27-526-7813

INTERNATIONAL ULTIMATE DUNS: 27-526-7813  
INTERNATIONAL ULTIMATE NAME: SOCIETE GENERALE  
INTERNATIONAL ULTIMATE ADDRESS: 29 BLVD HAUSSMANN  
INTERNATIONAL ULTIMATE CITY: PARIS  
INTERNATIONAL ULTIMATE STATE/PROVINCE: VILLE DE P  
INTERNATIONAL ULTIMATE COUNTRY: FRANCE

TOP EXECUTIVE: MARC VIENOT PDG

Set Items Description

7e co = ecs\*

Ref Items Index-term

E1	1	CO = ECS S.A.
E2	1	CO = ECS VAN VUGHT BV
E3	0	*CO = ECS*
E4	1	CO = ECS-CONSEIL S.A.
E5	1	CO = ECSEL
E6	1	CO = ECSOFT AB
E7	1	CO = ECSSA INFORMATICA
E8	1	CO = ECT DANMARK APS EUROPEAN COMPUTER TRANSPORT
E9	1	CO = ECT/ECKERTRONIC
E10	1	CO = ECTA HANDELSGESELLSCHAFT MBH
E11	1	CO = ECTRA
E12	1	CO = ECTRON ELECTRONIC GMBH

7s e1 or e4

1 CO = ECS S.A.

1 CO = ECS-CONSEIL S.A.

S1 2 CO = "ECS S.A." OR CO = "ECS-CONSEIL S.A."

7s cy = paris

S2 6619 CY = PARIS

7s s1 and s2

2 S1

6619 S2

S3 0 S1 AND S2

*no record for ECS Paris*





SEARCH ON COMPUTER NEWS DATABASE for press coverage of companies.

## 2. ECS

?s ecs

S6 20 ECS

?s py=1993 or 1994

6621 PY=1993

1712 1994

S7 7458 PY=1993 OR 1994

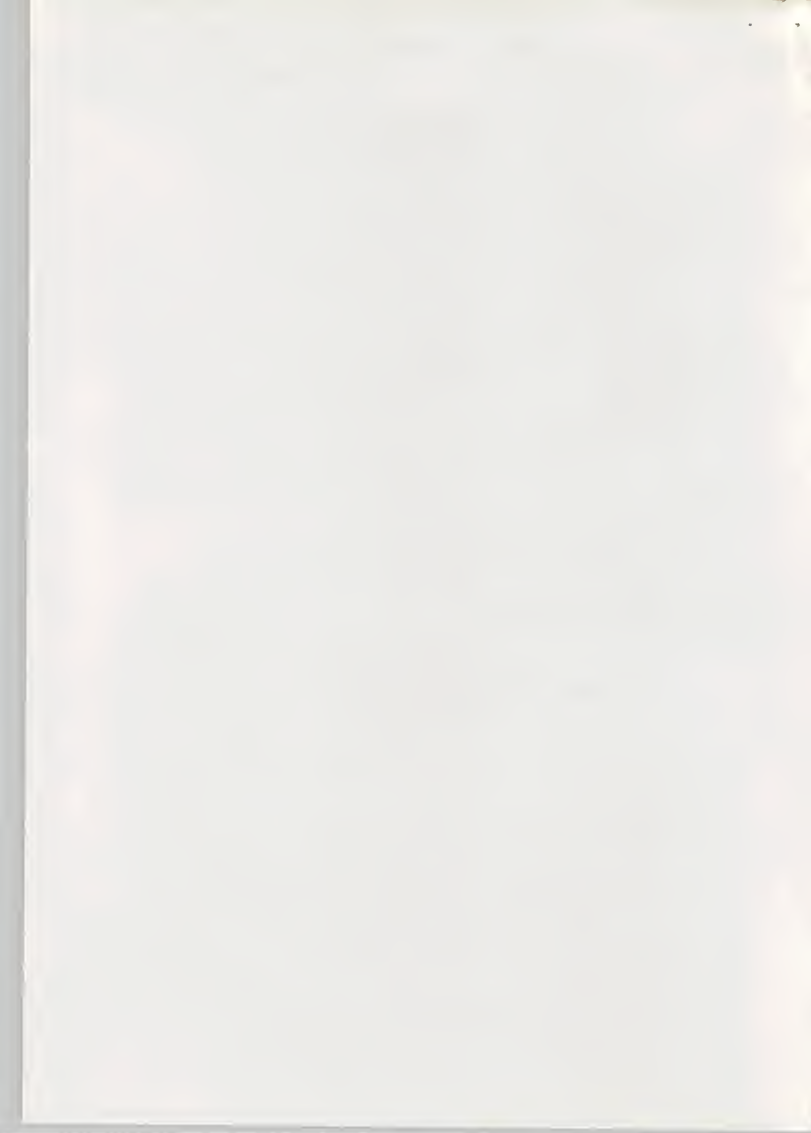
?s s7 and s6

7458 S7

20 S6

S8 5 S7 AND S6

?t 8/5/all



8/5/1

DIALOG(R)File 674:Computer News Fulltext  
(c) 1994 IDG Communications. All rts. reserv.  
034503

Cross-platform scheduler released

Byline: Johanna Ambrosio, CW Staff

Journal: Computerworld Page Number: 69

Publication Date: December 13, 1993

Word Count: 493 Line Count: 35

8/5/2

DIALOG(R)File 674:Computer News Fulltext  
(c) 1994 IDG Communications. All rts. reserv.  
029152

Changing hubs pose buying challenges

Weighing the pros and cons of today's shared-bus hubs vs. newer switching hubs could unearth some surprises to potential buyers.

Byline: Sandy Metz; Metz is a San Jose, Calif.-based free-lance writer specializing in networking.

Journal: Network World Page Number: 49

Publication Date: March 08, 1993

Word Count: 5327 Line Count: 386

Section Heading: LAN Buyer's Guide: Intelligent Wiring Hubs

Caption(s): Matrix Chart

8/5/3

DIALOG(R)File 674:Computer News Fulltext  
(c) 1994 IDG Communications. All rts. reserv.  
028200

3Com offers platforms for Boundary Routing system

Unveils stand-alone version, modular form for hub.

Byline: Skip MacAskill, Staff Writer

Journal: Network World Page Number: 23

Publication Date: January 18, 1993

Word Count: 649 Line Count: 47

Caption(s): Graphic, Susan J. Champeny

8/5/4

DIALOG(R)File 674:Computer News Fulltext  
(c) 1994 IDG Communications. All rts. reserv.  
027881

3Com bolsters token-ring line by acquiring hub vendor

Byline: Maureen Molloy, Senior Writer

Journal: Network World Page Number: 3

Publication Date: January 04, 1993

Word Count: 727 Line Count: 52

Caption(s): Graphic

8/5/5

DIALOG(R)File 674:Computer News Fulltext  
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022854

Hub vendors ready transition to ATM

Ungermann-Bass employs three-pronged strategy, while 3Com plans to expand LinkBuilder family.

Byline: Joanne Cummings, Senior Writer

Journal: Network World Page Number: 15

Caption(s): Graphic

Publication Date: May 04, 1992

Word Count: 1308 Line Count: 94





THE ASSOCIATION FOR INFORMATION MANAGEMENT

BP

Information House, 20-24 Old Street, London EC1V 9AP  
Tel: + (44) 171 253 4488 Fax: + (44) 171 430 0514  
E-mail: aslib@aslib.demon.co.uk

21 December 1994

Mr Ben Pring  
Input  
17 Hill Street  
London  
W1X 7FB

Dear Mr Pring

Please find enclosed results of the online company search that you requested. I have explained the majority of the results to your colleague Mr. Peter Lines who suggested that I forward the print-out in the post.

If you are not happy with any of the results or would like the full text of any of the articles listed, please do not hesitate to contact me when any further charge could be negotiated.

The invoice has also been enclosed.

Yours sincerely

ISABEL FLECK  
Assistant Librarian

Enc

Brussels Office:  
122-124 Rue Joseph II, B-1040 Brussels. Tel: + (32) 2 230 7737 Fax: + (32) 2 230 8337

A LIMITED COMPANY

REGISTERED IN ENGLAND

REG. NO. 468836

A REGISTERED CHARITY



# Project Work Statement

Prepared by (print): PETER LINES	Date: 15.06.95
Project Title: COMPANY PROFILES	Project Code: YNPS
Client Name*: IBM DENMARK	Project Manager: PETER LINES
Project Source: <input type="checkbox"/> Program <input type="checkbox"/> Multi-Client <input checked="" type="checkbox"/> Custom <input type="checkbox"/> Other	
Project Type: <input type="checkbox"/> Report <input type="checkbox"/> Presentation <input checked="" type="checkbox"/> Other TPM PROFILES	
Initiation Date: 15.06.95	Begin Production:
Midpoint Review:	Shipping Date:
First Draft Due:	

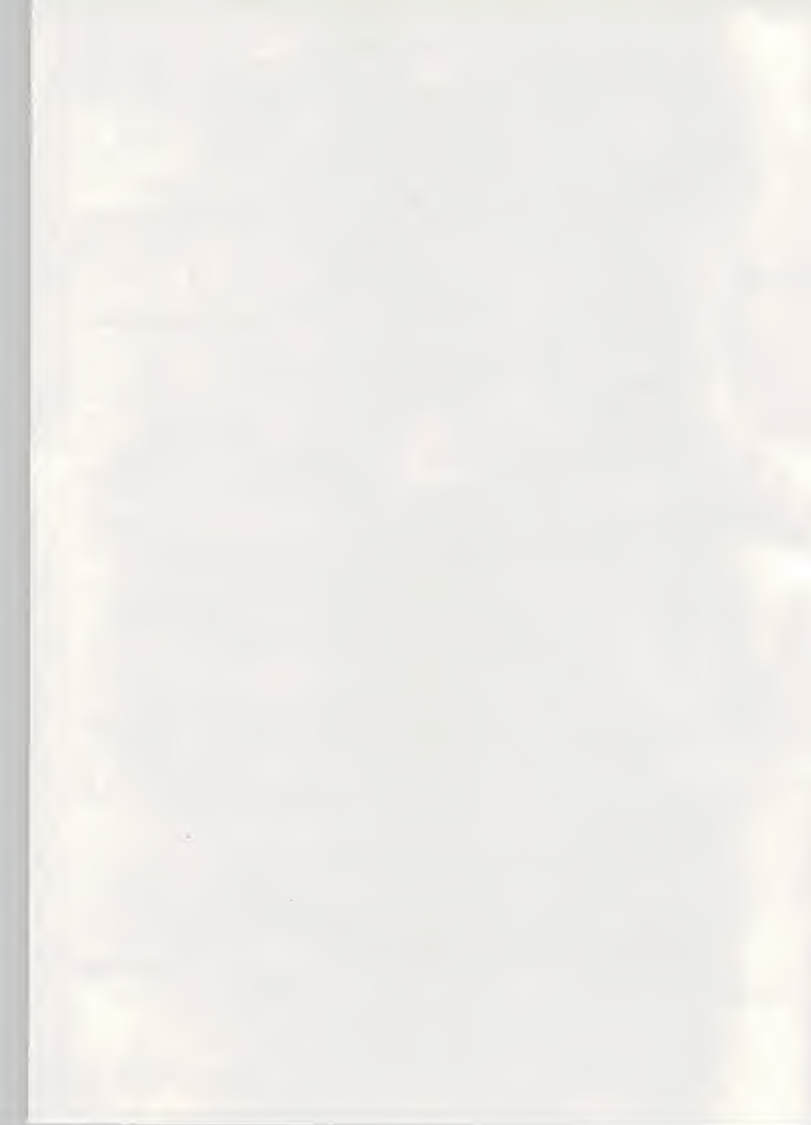
Resources Required: 20 DAYS
Level of Effort (number of days): Consultant R/A ✓
Source—Internal/External (specify): INTERNAL R/A.

Contract Value: <del>££</del> 14,500	Reimbursable Expenses: <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Expense Budget: \$£¥	Telephone: _____
To Cover: Travel: _____	Other: _____
Report Preparation: _____	

Project Description:
• UPDATE 5 EXISTING PROFILES (GETRONICS / GCS / OLISERVICE / ICL SORBUS / THOMAINFOR) IN 2ND HALF OF 1995 + AGAIN IN FIRST HALF OF 1996.
• UPDATE 10 EXISTING PROFILES (BLUE CHIP / COMMA / COS / ECONOCOM / ECS / HDS / ITM / LTA / MEMOREX TELEX / NEXOR) ONCE BETWEEN NOW + END OF MAY 1996.
• PREPARE 3 NEW PROFILES - TARGET FIRMS TO BE AGREED.

\* Attach list for Multi-Clients      \*\*For Custom and Multi-Client Projects

ACCOUNTING USE ONLY: Entered on current project list ☐





27th March 1995

Anne Sommer  
Competitive Information Services  
CMSC, IBM Denmark A/S  
Nymoellevej 85,  
DK 2800 Lyngby  
Denmark

Dear Anne,

I am now happy to propose to you a new activity for updating the vendor profiles of independent customer services firms during 1995.

Updates of existing profiles would be charged at a rate of £5,000 per 10 profiles, as in our previous agreement.

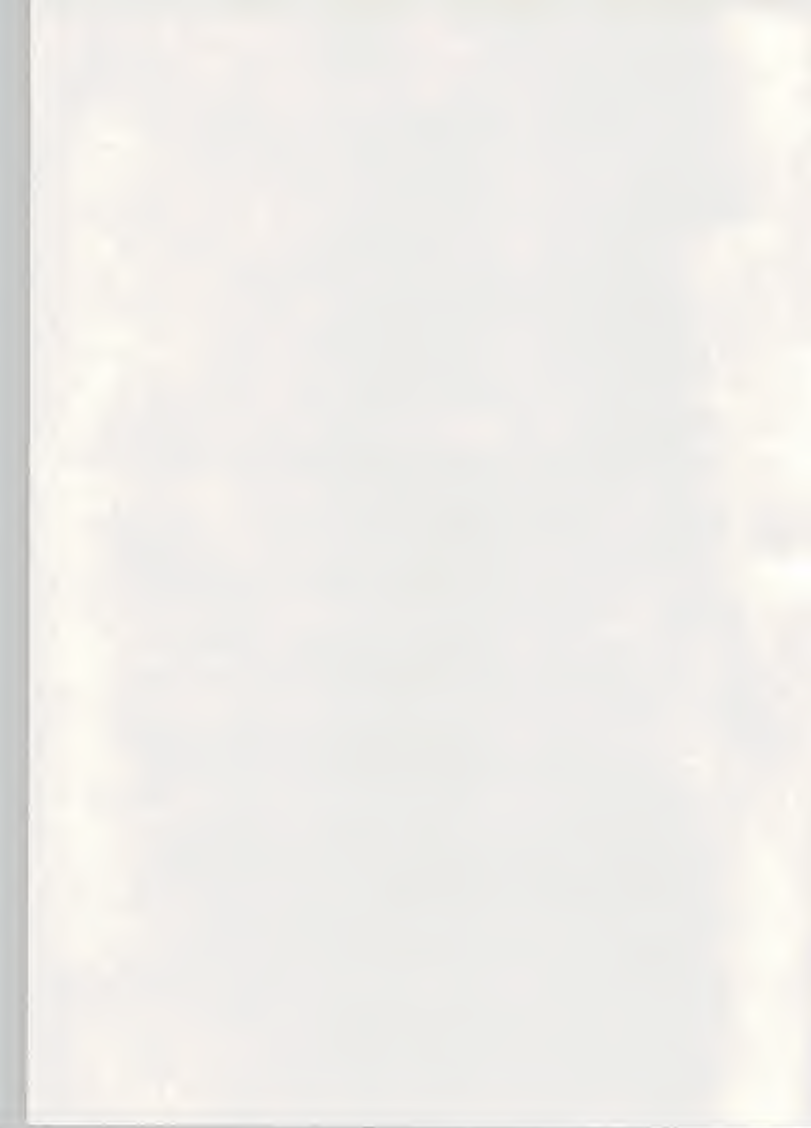
Additional new profiles would be charged at a rate of £1,500 per completed profile, again at the same rate as established last year.

Our experience has indicated that quarterly updates are probably a too frequent interval given the small size of many of the firms targeted and the infrequency of their formal releases of information, notably financial results.

Part of the process is to make a direct approach to the targeted companies but it is impractical to do this more than once a year in most cases without risking the co-operation so necessary to ensure future flows of data and information.

I would therefore like to suggest that we restrict quarterly updates to those firms, e.g. Granada, whose size is likely to justify this frequency of updating. Other profiles could be updated on an ad-hoc basis with a principal revision done on an annual basis.

INPUT would be happy to make further suggestions in due course for new profiles.

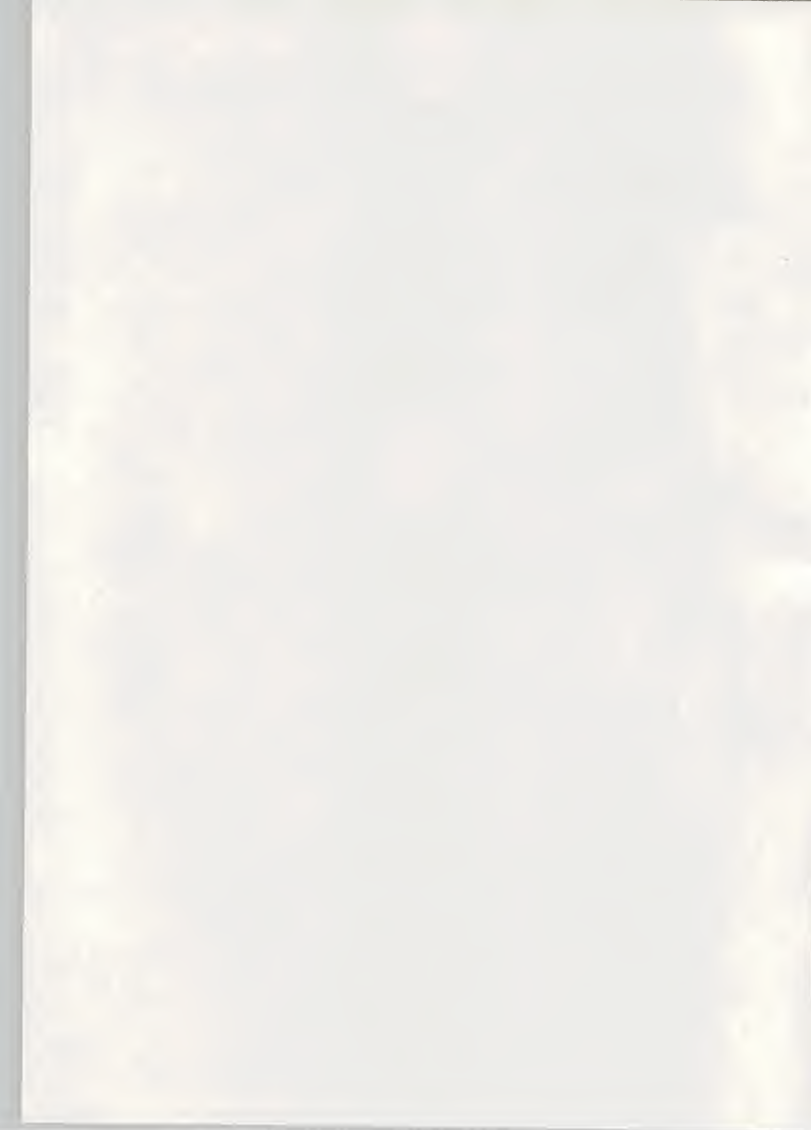


Anne, I look forward to being able to discuss this proposal with you further and to answer any questions that you might have.

Yours sincerely

*Peter Lines.*

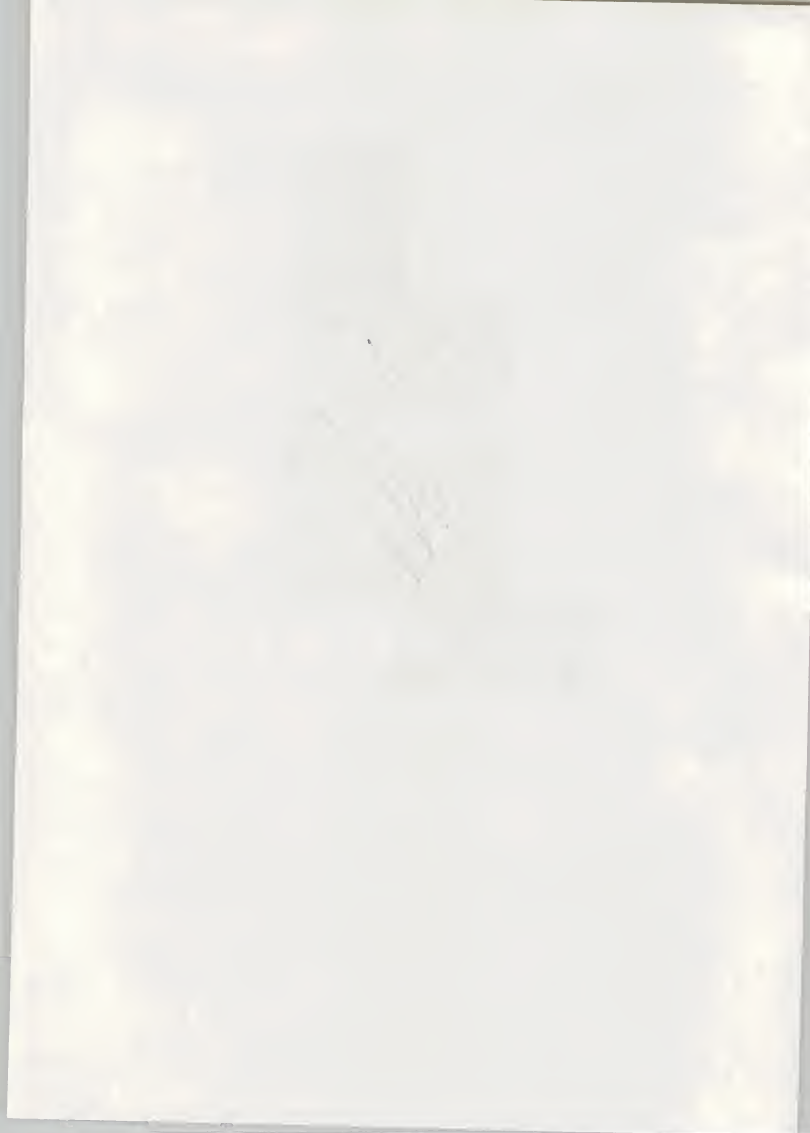
Peter Lines  
Managing Director,  
Vice President  
INPUT Europe



YNP5

	FIRST UPDATE	SECOND UPDATE	NEW	
	Up to end 95	196 →		
#1	Isl Solbus			
2	Getronie			
3	Thomaufer			
4	Olwetti			
5	Gronada			
6	1995 / 96			
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				Suggestion
17				
18				

←



INPUT

CONFIDENTIAL—Property of INPUT

## CONTACT REPORT

INPUT

Staff: Init.

PL

Init.

☐ INPUT office☐ Client Office☒ Other

80

Contact Date:

10/11/94

Date Written:

Company	IBM DK			DISTRIBUTION:		Prog./Proj. ID
Name	SUSAN SAABYE			Action	Info.	By When
Title				WENDY		
Address						
Phone:	(010-45-45-93-45-45)					
Fax:	( ) - X3896					

Wendy

→ PROFILES RE (YNPR)

NEED TO BE IN COURIER 10 POINT  
 LINE LENGTH NO LONGER THAN  
 76 CHS

+ HARD COPY

Can u ple start organising.

☐ Continued over





## CONTACT REPORT

Non Client/Prospect File: ☐ Media ☐ Financial ☐ Other \_\_\_\_\_

INPUT

Contact Date: 9/11/96Staff: Init. WSP • Init. \_\_\_\_\_ ☐ INPUT office ☐ Client Office ☐ Other \_\_\_\_\_Date Written: 9/11/96

Company	<u>IBM Denmark</u>			DISTRIBUTION:		Prog./Proj. ID
Name	<u>Susan Soabey</u>			Action	Info.	Describe Action-F/U
Title	<u>SUSAN SAABE</u>			<u>PL</u>		<u>plus code book</u>
Address	<u>(SORSUS)</u>					
Phone: (010) 45 45 93 45 45						
Fax: ( )	<u>+45 3396</u>					

X3896

diskette ---

opened print  
files

font

Courier 10 point  
line length

76 chars

+

Hard copy.

- > Memorex
- > Olivetti
- >
- > Customer Engineer

COS

missing

LTA

☐ Continued over



Mail List Change Order ☐ Update ☐ Correction ☐ Deletion ☐ Addition\* Serial Number \_\_\_\_\_

### U.S. COMMERCIAL

1. TYPE ☐ Vendor ☐ User ☐ Investor / Financial ☐ Media / Press ☐ Other ☐ EDI Newsletter

2. LEVEL ☐ Executive ☐ Manager ☐ Analyst ☐ Acquisition ☐ International ☐ Other

3. INTERESTS ☐ C/S ☐ Computer Systems ☐ Networks ☐ EC ☐ Information Services —  
☐ EIS / CIS / Multimedia ☐ Other  
☐ Software Products  
☐ Professional Services, SI  
☐ Outsourcing, Processing, Network Services

☐ Industry \_\_\_\_\_

U.S. FEDERAL ☐ MMAR ☐ FPAP ☐ FPAW ☐ FPFA ☐ Other

EUROPE ☐ CSPR ☐ MAAP ☐ MSSP ☐ MVPP ☐ BIPR ☐ OSPR ☐ U.S.A. ☐ Other

\* No names will be added without a completed change order and program manager approval.

Program Manager  
Authorization \_\_\_\_\_

### CONTACT REPORT

Continuation Company \_\_\_\_\_

Name \_\_\_\_\_

INPUT

CONFIDENTIAL—Property of INPUT

☐ MAIL LIST - SEE BACK

## CONTACT REPORT

Non Client/Prospect File: ☐ Media ☐ Financial ☐ Other \_\_\_\_\_

Contact Date: 12/9/91

INPUT

Staff: Init. JS Init. \_\_\_\_\_ ☐ INPUT office ☐ Client Office ☐ Other \_\_\_\_\_

Date Written: / /

Company	IBM D/K	DISTRIBUTION:			Prog./Proj. ID
		Action	Info.	By When	Describe Action-F/U
Name	SUSAN SAABYE.	JL			
Title					
Address					
Phone:	(45) 45934545				
Fax:	( ) - EX: 3596.				

would like to arrange a meeting  
next week.

☐ Continued over

## Project Work Statement

Prepared by (print): PETER LINES	Date: 24.06.94
Project Title: COMPANY PROFILES	Project Code: YNPR
Client Name*: IBM DENMARK	Project Manager: PETER LINES
Project Source: <input type="checkbox"/> Program <input type="checkbox"/> Multi-Client <input checked="" type="checkbox"/> Custom <input type="checkbox"/> Other	
Project Type: <input type="checkbox"/> Report <input type="checkbox"/> Presentation <input checked="" type="checkbox"/> Other	
Initiation Date: 24.06.94	Begin Production: W/B 05.09.94
Midpoint Review: END AUGUST	Shipping Date: BY END SEPT.
First Draft Due: NR	
Resources Required: 25 DAYS.	
Level of Effort (number of days): Consultant <input checked="" type="checkbox"/> R/A	
Source—Internal/External (specify): EXTERNAL CONSULTANT LEVEL RESEARCHER.	
Contract Value: \$£ 18,750	Reimbursable Expenses: <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Expense Budget: \$£ ¥	
To Cover: Travel: _____	Telephone: _____
Report Preparation: _____	Other: _____
Project Description: RESEARCH + PREPARE VENDOR PROFILES ACCORDING TO DEFINITION ESTABLISHED BY SORBUS PROFILE (SEE ATTACHMENT TO PROJECT SPECIFICATION). 10 ARE UPDATES, OF EXISTING PROFILES FOR: — SORBUS / GETRONICS / THOMAINFOR / OLIVETTI / GRANADA / HDS-LSL / ECONOCOM / COMMA / ITM / COS. 5 NEW PROFILES FOR: — NEXOR / ECS / BLUECHIP / LTA / MEMOREX.	

\* Attach list for Multi-Clients \*\*For Custom and Multi-Client Projects

ACCOUNTING USE ONLY: Entered on current project list ☐



# ORDER/INVOICE/FULFILLMENT

YNPR

Acctg. ONLY

Inv. Comp.	By:	Date:	Client #	Order #	Inv. #	Multi-Invoicing of
ORIGINATOR (Signature) <u>Peter Lines</u>			DATE <u>24.06.94</u>		APPROVALS <u>Peter Lines</u> VP Sales/Res. <u>24.06.94</u> Date Controller Date	
Company <u>IBM DANMARK A/S CHSC</u>			CA Tax Rate			
Name Mr./Ms. <u>ANNE SOMMER</u>			CT Tax 8%			
Position <u>COMPETITIVE INFORMATION SVCS.</u>			Salutation			
Address <u>NYMOELLEVEJ 85,</u>			State			
			Zip <u>DK-2800</u>			
City <u>LYNGBY</u>			Country <u>DENMARK</u>			
Province			Fax <u>010-45-45 937710</u>			
Phone <u>010-45-45-93-45-45</u>			Tlx			

Special instructions for invoicing, progress billing, or delayed payments, etc.

ORDER CLIENT AUTH.

Contract Year Beg. _____	Invoice <input type="checkbox"/> Fulfillment Only	Employee # _____	Employee # _____
End _____	Type <input checked="" type="checkbox"/> W/Order (OR)	Sold by: _____	Commission to: _____
<input checked="" type="checkbox"/> New Order (N1) <input type="checkbox"/> Prior Yr (N3)	<input type="checkbox"/> Monthly (MO)	<u>519</u> <u>100</u> %	<u>7155</u> %
<input type="checkbox"/> Renewal (N2) <input type="checkbox"/> Cancel	<input type="checkbox"/> Quarterly (QT)	_____ %	_____ %
	<input type="checkbox"/> Pending	_____ %	_____ %

PO# \_\_\_\_\_ INPUT Contract ☐ Letter ☒ Verbal ☐  
Attach all authorizing documents to white (contract) copy.

SHIP TO

Company _____	Province _____
Name Mr./Ms. <u>SUSAN SAABAY</u>	Salutation _____
Position <u>AS ABOVE</u>	State _____
Address _____	Zip _____
	Country _____
City _____	Phone <u>X 3896</u>

ITEM TYPE

• Subscription (SB)	• Copies (CP)	• Merger/Acq. (ME)
• Custom (YC/ZC/KC)VC	• Consult/Present (PR)	• Exec Overview (EO)
• Multiclient (MC)	• Newsletter (NL)	• Conf/Seminar (CN)
• Reports (RP)	• Reimbursed Costs (EX)	

DETAIL

Indicate US, UK, FR, VA	Prod. ID/Year	Item Type Code	Item Description or Title	Quantity	Price	Shipped By	Date
UK	CUSTOM	YC	CUSTOM STUDY	1	\$8,750	1	
	<u>1994</u>		UPDATE 10 EXISTING PROFILES + PREPARE 5 NEW ONES FOR: (NEXOR, ECS, BLUECHIP, LTA, MEMOREX).				
			UPDATE ALL 15 IN LAST QUARTER.				
			+ NORMAL BUSINESS EXPENSES.				

Fulfillment to be completed in: ☐ Corporate ☒ London ☐ Virginia ☐ France ☐ Other \_\_\_\_\_

• White - Contract • Green - Fulfillment • Yellow - Invoice • Pink - Originator • Goldenrod - Sales Manager

M&S180 12/92

INPUT





IBM Confidential/INPUT Confidential

26MAJ94

**20.0 APPLICABLE LAW**

This Agreement shall be construed, and the legal regulations between the parties hereto shall be determined, in accordance with Danish Law. All disputes arising from or in connection with these conditions shall be settled before the Danish Maritime and Commercial Court in Copenhagen.

- - - - -

If the foregoing is in accordance with INPUT's understanding, will INPUT please indicate INPUT's agreement by dating, signing and returning to CMSC the enclosed copy of this letter.

This agreement is signed in two original versions, one for each of the parties.

**AGREED TO:**

for  
Competitive Marketing Support Center (CMSC)  
IBM Danmark A/S

for  
INPUT

Date:

Date:

15.06.94

Name: Jorgen Moltke-Leth

Name:

Peter Lines.

Title: Center Manager

Title:

MANAGING DIRECTOR

for  
IBM Danmark A/S

for  
INPUT

Date:

Date:

Name:

Jørgen K. Jakobsen  
Indkøbschef

Title:

Name:

Title:



## ATTACHMENT "B" - COVERAGE LISTING

This attachment covers a list of vendors to be delivered according to this Agreement.

1. Nexor
2. ECS
3. Bluechip
4. LTA
5. Memorex



## ATTACHMENT "C" - SCHEDULE OF DELIVERY AND PAYMENT

### PAYMENT SCHEDULE:

CMSC agrees to pay INPUT for Documents in accordance with Section 2 of the Agreement.

Payment for 5 Vendor Profiles is UKP 6,250. 50% of this amount will be paid when the project starts and the additional 50% will be paid upon acceptance of the last Vendor Profile. The quality of the new Documents should be at the same level as the quality of the Sorbus Vendor Profile.

The 10 Vendor Profiles already delivered should be updated at least once every quarter at the price of UKP 5,000 per quarter, once in July and once in October, the total price is UKP 10,000. CMSC will send a diskette with the coded reports to INPUT by mail.

The 5 new Vendor Profiles should be updated in October at the price of UKP 2,500.

Payment will be due on receipt of the updated reports.

Ad Hoc requests for Documents which are outside the Scope of Work (ATTACHMENT A) and the Coverage Listing (ATTACHMENT B) shall not be performed without a Letter of Authorization signed by both parties. The number of Documents described in the Scope of Work (ATTACHMENT A) and Coverage Listing (ATTACHMENT B) shall not be changed without a Letter of Authorization signed by both parties. Letter(s) of Authorization shall constitute the only authorization for INPUT to take any action or expend any money for services hereunder.

### DELIVERY SCHEDULE:

INPUT shall deliver Documents as set forth in the Scope of Work (Attachment A). INPUT shall inform CMSC about their Delivery Schedule for each Vendor Profile before start of the project.

1. Delivery of New Documents should begin as soon as possible after June 1, 1994 and be completed on or before December 31, 1994.
2. INPUT shall deliver Updates to the vendor profiles already delivered. Updates are to be event driven, but each report shall be updated at least once every quarter in 1994.
3. INPUT shall provide, with each request for payment, a summary of Documents accepted by CMSC since the last request for payment.

• 5 NEW £6,250

• 10 EXISTING  
UPDATED £10,000

• 5 NEW UPDATES £2,500

---

£18,750



# Project Specification Statement

Prepared by: <i>Peter Lines</i>	Approved by:
Date: <i>24.06.94</i>	Date:

## I. DESCRIPTION

A. Project Code: <i>YNPR</i>	B. Program: <i>CUSTOM</i>
C. Project Title: <i>COMPETITOR PROFILES</i>	
D. Objectives: • <i>CUSTOM - COMPETITOR INFORMATION.</i>	
•	
•	
•	

E. Audience (order of priority):				
	User/Vendor	Job Function	Type Company	Company Characteristics
1.				
2.				
3.				
4.				
5.				

F. Uses of Report:

G. Reasons for Choosing the Subject:
1.
2.
3.
4.





H. Client Interest:	
Client	Interest Level/Comment

## II. SCOPE

I. Scope of Study:	COMPETITOR PROFILES
1. Includes:	
2.	
3.	
4.	
1. Excludes:	
2.	
3.	
4.	

J. Issues:	
1.	
2.	
3.	
4.	
5.	
6.	
7.	

100

### III. METHODOLOGY

#### M. Interview Profile:

1. Type of Interview and Interviewer Level						
	On-Site		Phone		Mail	TOTAL
Type of Respondent	Consultant	R/A	Consultant	R/A		
User						
Vendor	15					15
Other (specify)						
TOTAL	15					15

#### 2. Respondent Characteristics

Number of Interviews	Job Function	Company Characteristics (e.g.: SIC, Size, etc.)
15	MARKETING PLANNING EXECUTIVES	DEFINED MAINTENANCE ORGANISATIONS

#### N. Other Research:

1. Library: Source: INPUT LIBRARY	2. On-line Services: Source: COMPU SERVE ?
Objective: BACKGROUND INFORMATION.	Objective: M/A, CONTRACT

#### 3. Previous INPUT Reports: (list)

Code	Title	Relevant Information

#### 4. Other Sources:

--



O. Data Tabulation & Analyses:

IV. DELIVERABLES

P. Report / Presentation Format:

☐ 1. Table of Contents

« DEFINED BY

☐ 2. Report Planning Form

COMMA PROFILE

☐ 3. List of Exhibits

ATTACHED »

☐ 4. Exhibits Planning Form

☐ 5. Data Base Layout

☐ 6. Data Base Report Layout

Q. Comments and Directions:

R. Project Schedule Attached?

☐ Yes

☐ No



**FAX TRANSMITTAL FORM**

Date: May 16, 1994

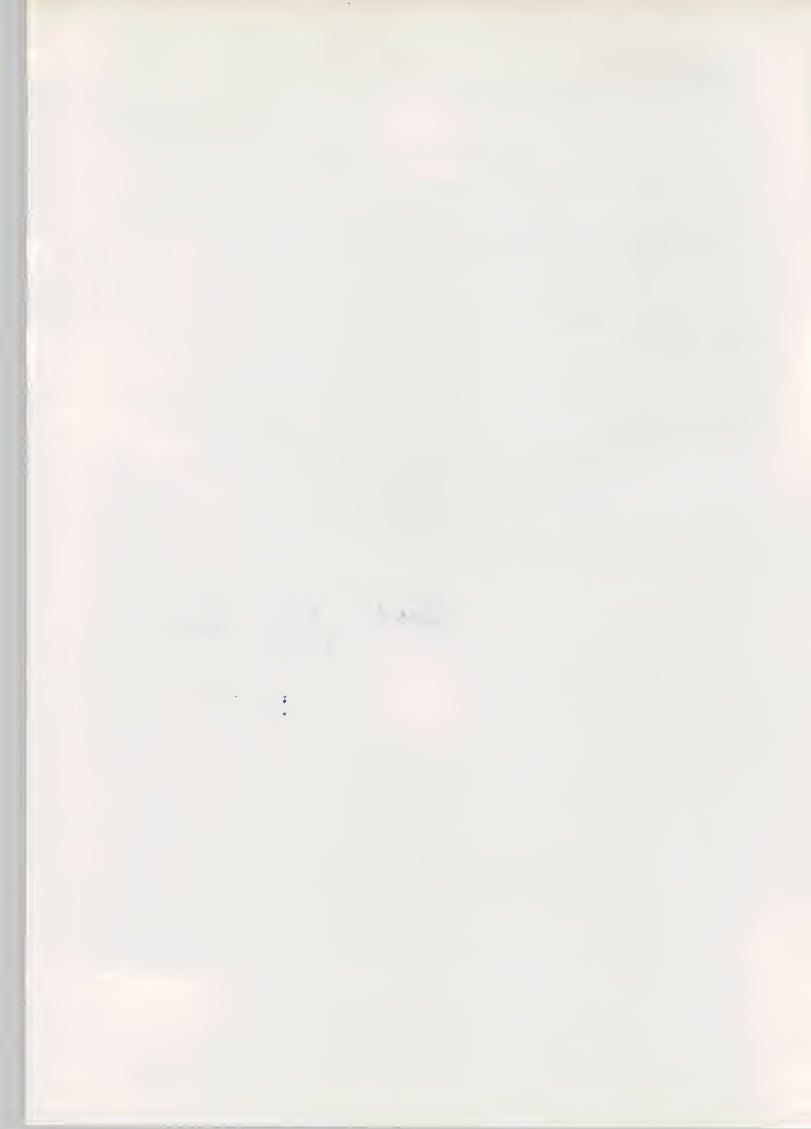
To: Name: Anne Sommer  
Tel./Location: 010-45-45-93-45 45  
Co.: IBM D/K  
Fax No: 010-45 45 93 77 10  
From: Name: Peter Lines  
Subject: Proposal

Page: 1 of 1

File: Chron  
Contact  
Other:

Anne, In response to your recent fax, I can confirm that the £2500 would be deducted from the quarterly fee, and that I can agree to a fee for new profiles at the price of £1,250. Agreement on these two items means, if I have understood your requirements accurately, a new agreement to update and improve as necessary the 10 existing profiles and develop 5 new profiles for a total professional fee of £8,750. Can you please confirm that this is OK. Do you have any visibility on the names of the additional 5 vendors that you would wish to profile?

*Regards Peter Lines.*  
*£23,750*







Date: 2 May 1994, 16:54:51 DNT

From: Anne Sommer CMSC 3520 SOMMER at DKIBMVM2  
Competitive Information Services  
from IBM Danmark A/S

YES

YES



IT Intelligence Services

17 Hill Street, London, W1X 7FB  
Tel. +44 (0) 71 493-9335  
Fax +44 (0) 71 629-0179

### FAX TRANSMITTAL FORM

Date: April 20, 1994

To: Name: Anne Sommer  
Tel./Location: 010-45-45-93-45 45  
Co.: IBM D/K  
Fax No: 010-45 45 93 77 10  
From: Name: Peter Lines  
Subject: Proposal

Page: 1 of 2

File: Chron  
Contact  
Other:

Anne, I have now prepared the attached letter to make some new proposals concerning the vendor profiles. I apologise for the long delay in getting back to you but I hope that I have now addressed your current needs. In any event I will talk to you soon on the phone.

*Regards  
Peter Lines.*



**FAX TRANSMITTAL FORM**

Date: February 3, 1994

To: Name: Anne Sommer

Tel./Location: 010-45-45-93-45 45

Co.: IBM D/K

Fax No: 010-45 45 93 77 10

From: Name: Peter Lines

Subject: Proposal

Page: 1 of 1

File: Chron

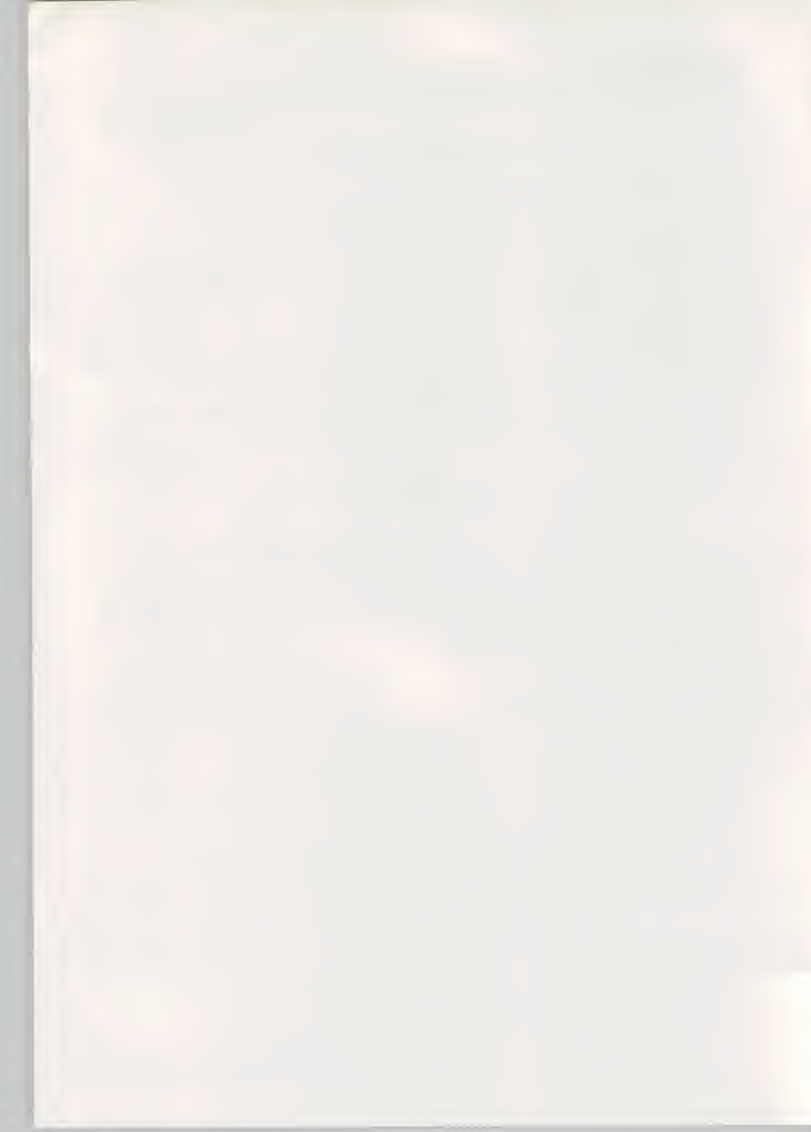
Contact

Other:

Anne, Please find attached our proposal for profile updates. I look forward to being in touch again soon.

*Regards*  
*Peter Lines.*

04.02 Grandpa OK  
last 2, a bit Hino.  
u-look.



*February*  
3rd January 1994

Anne Sommer  
Competitive Information Services  
CMSC, IBM Denmark A/S  
Nymoellevvej 85,  
DK 2800 Lyngby  
Denmark

Dear Ann.

Following our telephone conversation earlier this week I now have pleasure in responding with a proposal regarding continuous updating of vendor profiles.

I have given the periodicity of the updating process some thought and have come to the conclusion that quarterly intervals would be possible given an orientation around events/announcements for each competitor, for example acquisitions and disposals, new offices and major contracts.

To provide updates for the ten existing profiles would incur a quarterly professional fee of £5,000 (excluding VAT).

The updates would be provided in electronic form based on diskettes supplied by IBM containing the profiles in the desired format.

Anne, I trust that this proposal answers your needs but please let me know if you have any further questions., I look forward to being in touch.

Yours sincerely

*Peter Lines.*

Peter Lines  
Managing Director.  
Vice President  
INPUT Europe





(YDK)

STATUS @ 15.06.94:

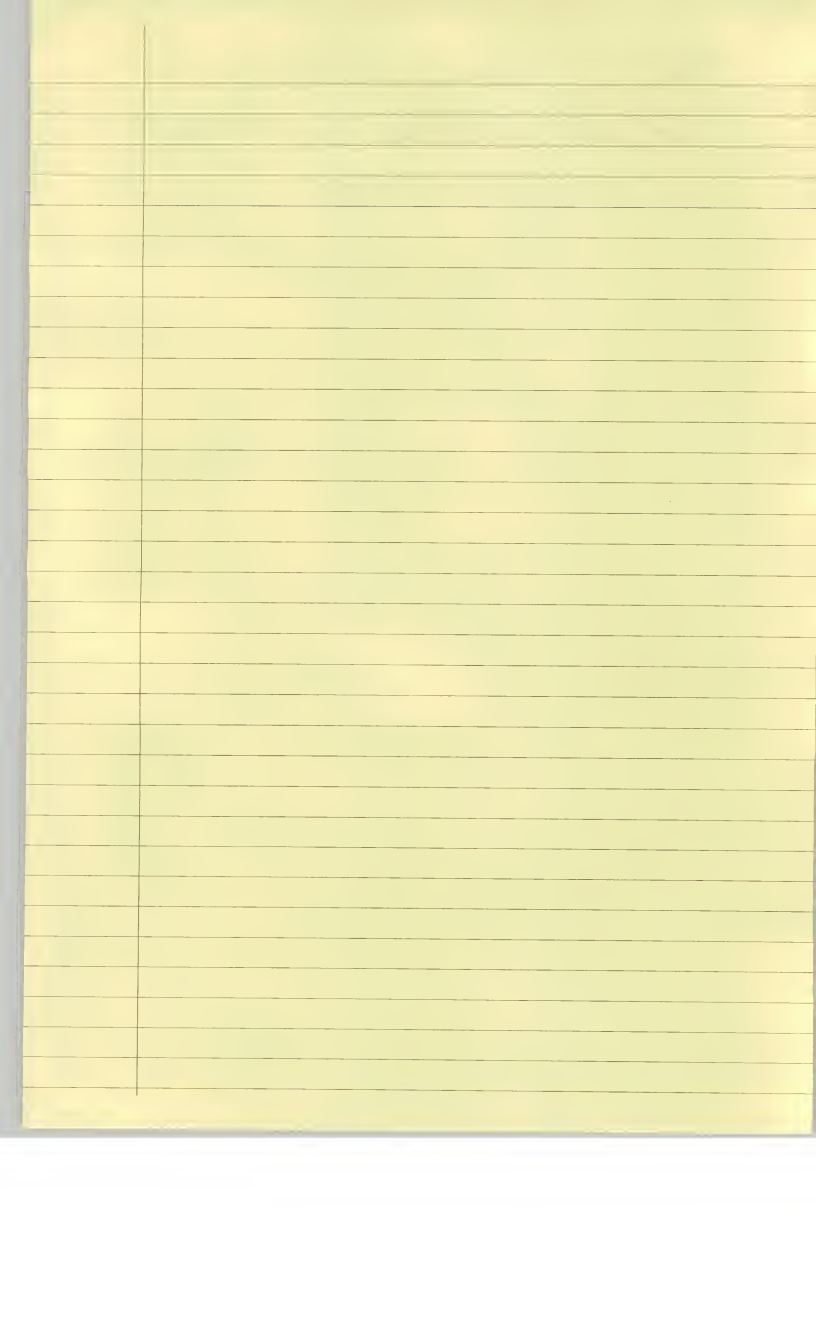
ORDER INTERPRETED FROM FAX 17.05.94

≡ Q3 JULY/AUGUST/SEPTEMBER

UPDATE ALL 10 EXISTING PROFILES	£2,500
DO 5 NEW PROFILES	£6,250
	<hr/>
	£8,750

≡ Q4 OCT/NOV/DEC

UPDATE 15 EXISTING PROFILES £7,500.





Date: 26 May 1994, 11:24:15 DNT

From: Anne Sommer OMSC 3520 SOMMER at DKIBMVM2  
Competitive Information Services  
OMSC, IBM Danmark A/S  
Nymoellevvej 85,  
DK-2800 Lyngby  
Denmark Fax. 45-45-937710

Sec: I - - - - I B M I N T E R N A L U S E O N L Y - - - -

Subject: Cont act

Peter, I returned you call from yesterday, but you had left for Germany.  
I will go to Germany as well and will be back in the office Tuesday.

I will start the contract today if you don't have any comments to my  
last fax. If you have questions or comments in the meantime please  
contact me.

Best regards,  
Anne Sommer

cc: Peter

cc: Peter

cc: Peter

cc: Peter

cc: Peter

cc: Peter

cc: Peter

cc: Peter

cc: Peter

cc: Peter

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cc: Peter

cc: Peter



Date: 17 May 1994, 12:46:32 DNT

From: Anne Sommer CMSC 3520 SOMMER at DKIBMVM2  
 Competitive Information Services  
 CMSC, IBM Danmark A/S  
 Nymoellevvej 85,  
 DK-2800 Lyngby  
 Denmark Fax. 45-45-937710

Sec: I - - - - I B M I N T E R N A L U S E O N L Y - - - - -

Subject: 1994 contract  
 Peter, my calculation is as follows:

If profile updated for UKP 5,000 per quarter = UKP 20,000  
 (from 1000 to 1005) 1,000 per quarter

= UKP 7,250

1000 10,000

J A S' 1994

2,500

15

7,500

£ 40,250

Confirm in writing on  
 Tuesday

Mike Giddens

Updator

Final

- Gene Profile

- Nick Before Time

- Stick

YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
1	Sorbus ICL 31/12	no yes	GB	Plane Tree Crescent Feltham Middlesex TW13 7HH	0181 8932000	Mike SYMES - PR	Left message 15/12 • Sorbus Europe not in Lion House - moved to Feltham Requested info 16/12 Received info 30/12 • Sorbus: a European standard for service (glossy) • Sorbus Europe - Profile • Sorbus (UK) Limited Company Profile • Sorbus Total Maintenance Integration Concept Called and asked for figures 4/1
2	Getronics NV 31/12/94	yes	NL	Donauweg 10 1043 AJ Amsterdam	010 31 (0) 20 5861416 fax 586 1934	UK Miss Tina BLOCKLEY 0473 240470	Requested info (NL & UK) 19/12 Received NL 29/12 • 1993 Annual Report Follow up, UK 4/1 • Should be in the mail!
3	Thomainfor Thomson CSF 31/12	yes	F	3-5 av Morane-Saulnier BP 26 78142 Velizy Villacoublay Cedex	010 33 (1) 30707700 fax 30707777		Fax to Emmanuelle 16/12 Stuff mailed week of 21/12 Follow up 4/1 • Woops - mailed Received info from Emmanuelle 10/1 • 1994 presentation: Facilities Management de parcs (1992 figures on third page) • 1992 brochures -see maps "Chiffre d'affaires 1992 (provisionnel)
4	Olivetti 30/6	yes	I	10015 Ivrea	010 39 125 522635 010 39 125 522313 Fax 39 125 522311	Puni RAJAH Italo BROCCHI - PR	Requested info 20/12 • Olivetti closed, in effect, until next year. Italo available from January 9th Fax received 21/12 • First half 1994 results • Digital Sells Olivetti Shares press release • 1993/94 Annual Report to follow.
5	Granada 30/9	yes	GB	GCS or GCSI Cumberland House Old Bracknell Lane West Bracknell Berkshire RG12 4AE	01344 484648 Fax 747323	Debbie HICKEY - PR	Requested info 19/12 Received info 21/12 • 1994 Annual Report • Service descriptions • Press release dated 28/7/94 • Staff Newsletter
6	HDS Hitachi 31/3	yes	GB	Hitachi Data Systems Ltd Sefton Park	01753 618000 fax 618440	Linda POTTER 01753 618417	Requested info 16/12 Received info 21/12





YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
				Stoke Poges Buckinghamshire SL2 4HB			<ul style="list-style-type: none"> <li>• 1994 Hitachi Annual Report</li> <li>• Asked for HDS Annual report 5/1</li> <li>• Should receive by end February</li> </ul>
7	Econocom Registered NL? 31/12	yes	B/F	Econocom Services NV Brixtonlaan 22-24 B-1930 Zaventem Belgium	Econocom SA 42-46 rue Mederic F-92110 Clichy France		<ul style="list-style-type: none"> <li>• Fax to Emmanuelle 16/12</li> <li>• Stuff mailed week of 21/12</li> <li>• Follow up 4/1</li> <li>• Woops - mailed</li> <li>• Received info from Emmanuelle 10/1</li> <li>• La Rigueur de Budgets pour les Budgets de Rigueur</li> <li>• Sommaire                             <ul style="list-style-type: none"> <li>• Econocom Way</li> <li>• 5 Cles pour un Strategie de Service</li> <li>• Econocom en Action</li> </ul> </li> <li>• Annual Report 1993 (in English)</li> <li>• Dossier de Presse</li> <li>• Communique de Presse</li> <li>• Press cuttings</li> </ul>
8	Comma Data Service AS 31/12	yes	GB/N	Olaf Helsets vei 5 Postboks 6448 Etterstad N-0605 Oslo Norway	010 47 22 627500 Fax 627501 UK (ND) 0635 35544 Fax 0635 511052	UK (ND) - Jenny FORD Ken FINN	<ul style="list-style-type: none"> <li>• Sent fax about INPUT and request for info 20/12</li> <li>• Received ND info 4/1</li> <li>• News cuttings</li> <li>• Chart of TPMs from Computing 24 November 1994</li> <li>• ND Service Team brochure</li> <li>• Comma 1993 Annual Report</li> </ul>
9	ITM ?	yes	F	Ingenierie Technique Maintenance France 73 rue de l'Evangile F-75018 Paris	010 33 1 44 892236 Fax 40343547		<ul style="list-style-type: none"> <li>• Fax to Emmanuelle 16/12</li> <li>• Info received from Emmanuelle 10/1</li> <li>• 26 Dec 1994 response from ITM</li> <li>• Table of numbers IT Companaies on France (ITM no. 232)</li> </ul>
10	COS 31/3	yes AR 91/92	CH	COS Customer Engineering AG Tafernstrasse 39 CH-5405 Baden	010 41 56 840101 Fax 837757 840161 "holding" F 834652	Frau HERZOG	<ul style="list-style-type: none"> <li>• Sent fax about INPUT and request for info 20/12</li> <li>• Received info 29/12</li> <li>• Press releases (in German)</li> <li>• Information magazine of the COS Group</li> <li>• Partnership in Computers brochure</li> <li>• 1993/94 Annual Report</li> </ul>
11	Nexor ?	no	S	Nexor Perinet AB Box 15203 Gustavslundsvagen 141 S-161 51 Bromma Sweden	010 46 8 7040700 Fax 806655	Christel HOLGERSSON Fax 46 8 6293399	<ul style="list-style-type: none"> <li>• Sent fax about INPUT and request for info 20/12</li> <li>• Left "nothing received yet" message 5/1</li> </ul>



YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
12	ECS SA 31/12	no yes	F	16 rue Washington 75399 Paris Cedex 08	010 33 1 49533333 Fax 42258686	Hilary GILFOY did profile Patricia HOLLISTER, Exec Sec, UK - 0181 9402199 Fax 0181 9487388 Chris RUGG, IT person 0181 9487388	Requested info from Hilary G 15/12 Fax to Emmanuelle 16/12 Received info from HG 20/12 • Un seul partenaire pour votre informatique F • 1993 Annual Report F • 1993 Financials F Sent fax about INPUT and request for info 21/12 No extra info from Emmanuelle 10/1
13	Blue Chip ?	no	GB	Engineering House Bedford Business Centre Bedford MK42 9TW	01234 327700 Fax 327789	Brian MEREDITH Mr Jeff BRIM, Financial Controller	Requested info 20/12 Follow up 4/1 • OK "as soon as . . ."
14	LTA ?	no	F	4-8 quai de Seine 93400 Sait-Ouen	010 33 1 40101413 fax 40109652	DESBOYAUX	Fax to Emmanuelle 16/12 • In Chapter 11, activities acquired by DJCM Received info from Emmanuelle 10/1 • LTA bankrupt
15	Memorex ?	no	GB			Keith PALLET	Hilary GILFOY told Memorex do not wish to be profiled.



**YNPR—INPUT 0171 493 9335 Fax 629 0179 17 Hill Street, London W1X 7FB**  
**LOG**

<b>Time/Date</b>	<b>Action</b>	<b>Result</b>
<b>15 Dec 1994</b>	Call Hilary GILFOY - she did several profiles for INPUT	OK. Will send ECS stuff
<b>16 Dec 1994</b>	Call Emmanuelle PAUL, INPUT in Paris  Call Mike SYMES, Sorbus  Call Linda POTTER, HDS	Faxed profiles of Thomainfor, Econocom, ITM, ECS and LTA Sorbus Europe no longer in Lion House - all moved to Feltham OK. Will send information OK. Will send information
<b>19 Dec 1994</b> 09:20 09:25 09:30  09:35 09:40 09:50 15:00 15:10 15:20	Call Granada - Debby HICKEY Call COMMA (ND in the UK) PR Department Call NL - Getronics PR Department  Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY Call Debby HICKEY, Granada Call COMMA (ND in the UK) PR - Jennie FORD Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY Call Debby HICKEY, Granada Debby HICKEY, Granada, called back	try later no reply OK. Will send information Suggest call UK for press releases. try later leave "please call me" message try later OK. Will send information not in OK. Will send information
<b>20 Dec 1994</b> 09:15 10:15 10:20 10:30 11:20  11:40 14:00 14:05 14:20 14:40 15:00 16:00	ECS stuff received from Hilary GILFOY Call Puni RAJA, Olivetti Call Italo BROCCCHI, Olivetti Call Jenny FORD, ND Call ECS UK, Kingston upon Thames  Call Italo BROCCCHI, Olivetti Call COS Call Frau HERZOG, COS Call Nexor - Christel HOLGERSSON Call Blue Chip - want fax to Mr BRIM, Financial Controller Call Emmanuelle PAUL, INPUT Call Patricia HOLLISTER, ECS UK	Recommended talking to Italo BROCCCHI Busy OK. Sent Fax about INPUT. Recommended talk with Patricia HOLISTER, Executive Secretary. Left message. Call back in PM. OK. Will send information Suggested call Frau HERZOG of holding company OK. Sent Fax about INPUT. OK. Sent Fax about INPUT. OK. Sent Fax about INPUT. Still gathering information - will fax when in hand. Recommended talk with Chris RUGG on 21st
<b>21 Dec 1994</b> 09:20  09:40 09:50 14:30	Received fax from Olivetti Received HDS package Received Granada package Call Chris RUGG, ECS UK Call Chris RUGG, ECS UK Status fax received from Emmanuelle	Asked me to call back in 10 minutes OK. Sent Fax about INPUT.
<b>29 Dec 1994</b>	Received Getronics, NL package Received COS package	
<b>30 Dec 1994</b>	Received Sorbus package	
<b>4 Jan 1995</b> 15:30 16:15 16:30 16:45	Received ND (Comma) package from Newbury, UK Call Mike SYMES, Sorbus Call Emmanuelle Call Tina BLOCKLEY, G-Tech Call Mr BRIM (Jeff), Bluechip	Asked for figures Whoops - stuff not sent. Will send immediately Stuff was sent Nothing sent yet - who is INPUT? OK. "As soon as I get the chance, I will respond to that."



<p><b>5 Jan 1995</b></p> <p>09:50</p> <p>10:00</p> <p>10:30</p> <p>11:00</p> <p>14:00</p> <p>15:00</p> <p>15:10</p> <p>16:05</p>	<p>Call Chris RUGG, ECS</p> <p>Call Chrietel HOLGERSSON, Nexor regarding ECS Ltd, UK</p> <p>Call ECS Ltd, UK Company 0543 414751</p> <p>Call Isabel FLECK re: HDS - Date of Last Return 11 Apr 94 Last Update and Transaction: 21 Apr 94 Annual Return Made Up Date</p> <p>Isabel FLECK called back</p> <p>Call Linda POTTER</p> <p>Call Hilary GILFOY re Memorex/Telex</p>	<p>Woops - try to get it off by end of week left message - call back after 8/1</p> <p>Only searched non-UK companies database as informed ECS a French company</p> <p>Call Nicole BAXTER, Marketing Manager after 8/1</p> <p>Checking. Will call back</p> <p>HDS 94 r3results not available. Return last update relates to shareholding changes</p> <p>HDS 93/94 annual report due in a month - end Feb. INPUT now on distribution list. Should receive it.</p> <p>Left message</p>
<p><b>10 Jan 1995</b></p>	<p>Received two packages from Emmanuelle</p>	<p>Econocom, Thomainfor, ITM &amp; LTA</p>





YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Stuff Req/Rec	Notes
1	Sorbus	no	GB	Plane Tree Crescent Feltham Middlesex TW13 7HH	0181 8932000	Mike SYMES - PR	req 16/12	left message called 15/12 16/12
2	Getronics NV 31/12/94	yes	NL	Donauweg 10 1043 AJ Amsterdam	010 31 (0) 20 5861416 fax 586 1934	UK Miss Tina BLOCKLEY 0473 240470	req 19/12 NL & UK	
3	Thomainfor	yes	F	3-5 av Morane-Saulnier BP 26 78142 Velizy Villacoublay Cedex	010 33 (1) 30707700 fax 30707777			Fax to Emmanuelle 16/12
4	Olivetti	yes	I		010 39 125 522635 010 39 125 522313	Puni RAJA Italo BROCCCHI - PR	req 20/12 Fax rec 21/12	Olivetti closed, in effect, until next year. Italo available from January 9th.
5	Granada 30/9/94	yes	GB	GCS or GCSI Cumberland House Old Bracknell Lane West Bracknell Berkshire RG12 4AE	01344 484648 Fax 747323	Debbie HICKEY - PR	req 19/12 rec 21/12	
6	HDS	yes	GB	Hitachi Data Systems Ltd Sefton Park Stoke Poges Buckinghamshire SL2 4HB	01753 618000 fax 618440	Linda POTTER 01753 618417	req 16/12 rec 21/12	
7	Econocom Registered NL?	yes	B/F	Econocom Services NV Brixtonlaan 22-24 B-1930 Zaventem Belgium	Econocom SA 42-46 rue Mederic F-92110 Clichy France			Fax to Emmanuelle 16/12
8	Comma Data Service AS	yes	GB/N	Olaf Helsetts vei 5 Postboks 6448 Etterstad N-0605 Oslo Norway	010 47 22 627500 Fax 627501 UK (ND) 0635 35544 Fax 0635 511052	UK - Jenny FORD	req 20/12	Sent fax - information about INPUT and request for information 20/12
9	ITM	yes	F	Ingenierie Technique Maintenance France 73 rue de l'Evangile F-75018 Paris	010 33 1 44 892236 Fax 40343547			Fax to Emmanuelle 16/12
10	COS	yes AR 91/92	CH	COS Customer Engineering AG Taferstrasse 39 CH-5405 Baden	010 41 56 840101 Fax 837757 840161 "holding" F 834652	Frau HERZOG	req 20/12	Sent fax - information about INPUT and request for information 20/12
11	Nexor	no	S	Nexor Perinet AB Box 15203	010 46 8 7040700 Fax 806655	Christel HOLGERSSON Fax 46 8 6293399	req 20/12	Sent fax - information about INPUT and request for information 20/12



YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Stuff Req/Rec	Notes
				Gustavslundsvagen 141 S-161 51 Bromma Sweden				
12	ECS SA	no	F	16 rue Washington 75399 Paris Cedex 08	010 33 1 49533333 Fax 42258686	Hilary GILFOY did profile Patricia HOLLISTER, Exec Sec, UK - 0181 9402199 Fax 0181 9487388 Chris RUGG, IT man	HG rec 20/12 UK rec 21/12	Requested info from Hilary G 15/12 Fax to Emmanuelle 16/12 Sent fax - information about INPUT and request for information 21/12
13	Blue Chip	no	GB	Engineering House Bedford Business Centre Bedford MK42 9TW	01234 327700 Fax 327789	Brian MEREDITH Mr BRIM, Financial Controller	req 20/12	20/12
14	LTA	no	F	4-8 quai de Seine 93400 Sait-Ouen	010 33 1 40101413 fax 40109652	DESBOYAUX		Fax to Emmanuelle 16/12
15	Memorex	no	GB			Keith PALLET		Hilary GILFOY told Memorex do not wish to be profiled.



**YNPR—INPUT 0171 493 9335 Fax 629 0179 17 Hill Street, London W1X 7FB**  
**LOG**

<b>Time/Date</b>	<b>Action</b>	<b>Result</b>
<b>15 Dec 1994</b>	Call Hilary GILFOY - she did several profiles for INPUT	ECS 1993 annual report received 20/12
<b>16 Dec 1994</b>	Call Emmanuelle PAUL, INPUT in Paris  Spoke with Mike SYMES, Sorbus Spoke with Linda POTTER, HDS	Faxed profiles of Thomainfor, Econocom, ITM, ECS and LTA OK. Will send information OK. Will send information
<b>19 Dec 1994</b> 09:20 09:25 09:30  09:35 09:40 09:50 15:00 15:10 15:20	Call Granada - Debby HICKEY Call COMMA (ND in the UK) PR Department Call NL - Getronics PR Department  Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY Call Debby HICKEY, Granada Call COMMA (ND in the UK) PR - Jennie FORD Call G-Tech (UK Getronics) MD - Miss Tina BLOCKLEY Call Debby HICKEY, Granada Debby HICKEY, Granada, called back	try later no reply OK. Will send information Suggest call UK for press releases. try later leave "please call me" message try later OK. Will send information not in OK. Will send information
<b>20 Dec 1994</b> 09:15  10:15 10:20 10:30 11:20  11:40 14:00 14:05 14:20 14:40 15:00 16:00	ECS stuff received from Hilary GILFOY  Call Puni RAJA, Olivetti Call Italo BROCCHI, Olivetti Call Jenny FORD, ND Call ECS UK, Kingston upon Thames  Call Italo BROCCHI, Olivetti Call COS Call Frau HERZOG, COS Call Nexor - Christel HOLGERSSON Call Blue Chip - want fax to Mr BRIM, Financial Controller Call Emmanuelle PAUL, INPUT Call Patricia HOLLISTER, ECS UK	<ul style="list-style-type: none"> <li>• 1993 Annual Report</li> <li>• 1993 Financials</li> </ul> Recommended talking to Italo BROCCHI Busy OK. Asked for Fax describing INPUT. done Recommended talk with Patricia HOLISTER, Executive Secretary. Left message. Call back in PM. OK. Will send information Suggested call Frau HERZOG of holding company OK. Asked for Fax describing INPUT. done OK. Asked for Fax describing INPUT. done OK. Asked for Fax describing INPUT. done Still gathering information - will fax when in hand. Recommended talk with Chris RUGG on 21st
<b>21 Dec 1994</b> 09:20     09:40 09:50 14:30	Received fax from Olivetti  Received HDS package Received Granada package  Call Chris RUGG, ECS UK Call Chris RUGG, ECS UK Status fax received from Emmanuelle	<ul style="list-style-type: none"> <li>• First half 1994 results</li> <li>• Digital Sells Olivetti Shares press release</li> <li>• 1993/94 Annual Report to follow</li> <li>• Year ending 31/3/94 Annual Report</li> <li>• Year ending 30/9/94 Annual Report</li> <li>• Service descriptions</li> <li>• Press release dated 28/7/94</li> <li>• Staff Newsletter</li> </ul> Asked me to call back in 10 minutes OK. Asked for Fax describing INPUT. done LTA in Chapter 11!



YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
1	Sorbus ICL 31/12	ne yes	GB	Plane Tree Crescent Feltham Middlesex TW13 7HH	0181 8932000	Mike SYMES - PR	Left message 15/12 • Sorbus Europe not in Lion House - moved to Feltham Requested info 16/12 Received info 30/12 • Sorbus: a European standard for service (glossy) • Sorbus Europe - Profile • Sorbus (UK) Limited Company Profile • Sorbus Total Maintenance Integration Concept Called and asked for figures 4/1
2	Getronics NV 31/12/94	yes	NL	Donauweg 10 1043 AJ Amsterdam	010 31 (0) 20 5861416 fax 586 1934	UK Miss Tina BLOCKLEY 0473 240470	Requested info (NL & UK) 19/12 Received NL 29/12 • 1993 Annual Report Follow up UK 4/1 • Should be in the mail!
3	Thomsonfor Thomson CSF 31/12	yes	F	3-5 av Morane-Saulnier BP 26 78142 Velizy Villacoublay Cedex	010 33 (1) 30707700 fax 30707777		Fax to Emmanuelle 16/12 Stuff mailed week of 21/12 Woops - mailed 4/1
4	Olivetti 30/6	yes	I	10015 Ivrea	010 39 125 522635 010 39 125 522313 Fax 39 125 522311	Puni RAJAH Italo BROCCHI - PR	Requested info 20/12 Fax received 21/12 • First half 1994 results • Digital Sells Olivetti Shares press release • 1993/94 Annual Report to follow <i>(already in Lib!)</i> Olivetti closed, in effect, until next year. Italo available from January 9th. ✓
5	Granada 30/9	yes	GB	GCS or GCSI Cumberland House Old Bracknell Lane West Bracknell Berkshire RG12 4AE	01344 484648 Fax 747323	Debbie HICKEY - PR	Requested info 19/12 Received info 21/12 • 1994 Annual Report • Service descriptions • Press release dated 28/7/94 • Staff Newsletter ✓
6	HDS Hitachi 31/3	yes	GB	Hitachi Data Systems Ltd Sefton Park Stoke Poges Buckinghamshire SL2 4HB	01753 618000 fax 618440	Linda POTTER 01753 618417	Requested info 16/12 Received info 21/12 • 1994 Hitachi Annual Report Asked for HDS Annual report 5/1 • Should receive by end February
7	Econocom Registered NL?	yes	B/F	Econocom Services NV Brixtonlaan 22-24	Econocom SA 42-46 rue Mederic		Fax to Emmanuelle 16/12 Stuff mailed week of 21/12





YNPR	Company FYE	Lib?	Pays	Address	Phone/Fax	Contacts	Notes
	31/12			B-1930 Zaventem Belgium	F-92110 Clichy France		Woops - mailed 4/1
8	Comma Data Service AS 31/12	yes	GB/N	Olaf Helseth vei 5 Postboks 6448 Etterstad N-0605 Oslo Norway	010 47 22 627500 Fax 627501 UK (ND) 0635 35544 Fax 0635 511052	UK (ND) - Jenny FORD Ken FINN	Sent fax about INPUT and request for info 20/12 Received ND info 4/1/95 <ul style="list-style-type: none"> <li>• News cuttings</li> <li>• Chart of TPMs from Computing 24 November 1994</li> <li>• ND Service Team brochure</li> <li>• Comma 1993 Annual Report ✓</li> </ul>
9	ITM ?	yes	F	Ingenierie Technique Maintenance France 73 rue de l'Evangile F-75018 Paris	010 33 1 44 892236 Fax 40343547		Fax to Emmanuelle 16/12
10	COS 31/3	yes AR 91/92	CH	COS Customer Engineering AG Taferstrasse 39 CH-5405 Baden	010 41 56 840101 Fax 837757 840161 "holding" F 834652	Frau HERZOG	Sent fax about INPUT and request for info 20/12 Received info 29/12 <ul style="list-style-type: none"> <li>• Press releases (in German)</li> <li>• Information magazine of the COS Group</li> <li>• Partnership in Computers brochure</li> <li>• 1993/94 Annual Report ✓</li> </ul>
11	Nexor ?	no	S	Nexor Perinet AB Box 15203 Gustavslundsvagen 141 S-161 51 Bromma Sweden	010 46 8 7040700 Fax 806655	Christel HOLGERSSON Fax 46 8 6293399	Sent fax about INPUT and request for info 20/12 <i>Left "nothing received yet" message 5/1</i>
12	ECS SA 31/12	no yes	F	16 rue Washington 75399 Paris Cedex 08	010 33 1 49533333 Fax 42258686	Hilary GILFOY did profile Patricia HOLLISTER, Exec Sec, UK - 0181 9402199 Fax 0181 9487388 Chris RUGG, IT person 0181 9487388	Requested info from Hilary G 15/12 Received info from HC 20/12 <ul style="list-style-type: none"> <li>• Un seul partenaire pour votre informatique F</li> <li>• 1993 Annual Report F</li> <li>• 1993 Financials F</li> </ul>
13	Blue Chip ?	no	GB	Engineering House Bedford Business Centre Bedford MK42 9TW	01234 327700 Fax 327789	Brian MEREDITH Mr Jeff BRIM, Financial Controller	Requested info 20/12 Follow up 4/1 <ul style="list-style-type: none"> <li>• OK "as soon as" - - -</li> </ul>
14	LTA ?	no	F	4-8 quai de Seine 93400 Saint-Ouen	010 33 1 40101413 fax 40109652	DESBOYAUX	Fax to Emmanuelle 16/12 <ul style="list-style-type: none"> <li>• In Chapter 11, activities acquired by DJCM</li> </ul>
15	Memorex ?	no	GB			Keith PALLET	Hilary GILFOY told Memorex do not wish to be profiled.

